



Pre and post natal depression
support services



Please contact:
0121 301 5990
to arrange Help and Support

Customer Compliments, Suggestions & Complaints

Please give details of your compliment, suggestion or complaint here

Continue on a separate sheet if necessary

Please Circle One	Complaint	Compliment	Suggestion
Contact Details		(optional, but required if you want a response from us)	
Name:	Mobile:		
Phone:	Email:		
Address:			
Do you want a response from us? (please circle)	Yes	No	
Signature			Date

Thank you so much for taking the time to provide us with your feedback.

It helps us to deliver a better service for everyone. If you are making a complaint we intend to get back to you as soon as possible and will acknowledge your complaint in writing within 3 days. If you want a response from us please ensure you have included your contact details.

Compliments and Complaints

Let us know how we're doing

Acacia Family Support is the only organisation in the West Midlands area to offer a comprehensive menu of post natal depression services in the heart of local communities. We aim to offer hope, healing and reassurance for mothers or partners affected by this debilitating illness and we strive to always offer you the very best service. Therefore, we welcome feedback on all aspects of our work.

Your feedback is important to us

Compliments

Compliments let us know what we're doing well and help to identify areas of good practice. If you want to compliment us on any area of our work, we will make sure your comments are passed on to the staff concerned.

Comments/Suggestions

Suggestions help us to develop our services, so if you've got any thoughts about how we can improve things, we'd love to hear from you.

Complaints

If you're not happy about any of our services, or the way you have been dealt with by our staff, please let us know so that we have the opportunity to put things right and, if necessary, make changes to the way we work.

If you have a concern, chances are that you may not be alone.

Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

How to give feedback

Compliments, suggestions and any other comments can be made over the phone or by email or by completing this form.
Phone: 0121 301 5990, email: teamacacia@acacia.org.uk

If you have a concern about any aspect of Acacia's work, try to have a chat about it with a member of our staff – perhaps your Acacia Locality/Centre Manager, someone in the relevant head office department, or another Acacia employee can help.

Many issues are resolved in this way, but if you are still not happy, you may want to make a formal complaint.

Formal complaints must be made in writing, ideally by using the form on the back page of this leaflet. You can also use this form to give us comments and compliments. If you have difficulty filling in forms, someone else can complete the feedback form on your behalf. However you, as the complainant, must sign it.

If you have an unresolved complaint please fill in this feedback form to let us know.

How we deal with complaints

We will respond promptly and sensitively. We will treat your complaint in confidence and respect your privacy. You can help us by providing as much relevant information as possible.

We aim to address your concerns as quickly as possible. Where appropriate, we will investigate your complaint to understand what happened and why, and to find ways to prevent it from happening again.

We will keep you informed about the progress of your complaint along the way.

We will respond to any written complaint sent to us within 20 working days of receiving it. If it is not possible to give you a full reply within this time, we will send you a letter explaining the delay and letting you know when you can expect a full response.

We hope to resolve concerns at this stage. However, where you are not satisfied with our response, you have the option to ask for a review and a further response by one of our Trustees.

What we will do

We will work with you to assess how best to resolve your complaint. Please consider the outcome you would like and we will strive to provide it.

Improving our service

Compliments and complaints help improve our service and are discussed at staff meetings. We try hard to work together to find ways to improve our service and keep staff informed of what has happened.



At Acacia we are committed to providing a quality service to our clients at all times. This means we need to constantly look for ways of improving how we work. You are very important to us so we welcome your views to help us maintain and improve our service. If you have any compliments/comments/suggestions, or would like to make a complaint please complete this form, and pass to a member of staff or send it to us at:

Acacia Family Support, 5a Coleshill Street, Sutton Coldfield, B72 1SD