

Feedback and complaints form

We want to make sure that you are satisfied with everything that we do and the services that we provide. We need to know what we are doing well, what we could do better and what we are not doing well. This is why we welcome all feedback, whether positive or negative.

Please tell us if:

- you would like this information in a different format, for example large print;
- you would like this information translated into another language;
- you need support communicating with us for example you use British Sign Language; or
- you need help understanding this information.

About you

Please tell us about you so that we can contact you to talk about your feedback

Your name

Address

Phone number

Mobile number

Email address

Your Feedback

Are you happy about something we have done?

Yes No

Are you unhappy about something we have done ?

Yes No

Is there something we could do better?

Yes No

Please tell us what you think

Please tell us what you would like us to do

What we will do

We appreciate your feedback and the time you have taken to let us know what you think. We will:

- Respond to you in within 3 working days.
- Give you a written record of what you said in a way that is best for you and will change it if you think it is not right.
- Always treat you fairly and carefully.
- Keep all information about you and your feedback safe.

Sending this form

Please send this form to us at 73 St Charles Square, London, W10 6EJ or email it to <mailto:HR@advocacyproject.org.uk>

Further information

[Please read our feedback and complaints policy](#)

We also have an [easy read feedback and complaints policy](#) and an [easy read feedback form](#) if you would prefer to use them.

Thank you for your feedback

The Advocacy Project
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Advocacy

Quality Services