

The Breastfeeding Network is committed to ensuring its services are as good as they can be.

We welcome your compliments, comments, concerns or complaints about any of our services. There is a single point of contact about services provided by the Breastfeeding Network (BfN).

If you would like a spoken word or large print version of this leaflet please ring our admin line on 0844 412 0995



 PO Box 11126 Paisley PA2 8YB

 Supporterline 0300 100 0210

National Breastfeeding Helpline 0300 100 0212

(NBH calls connect you to your nearest BfN or ABM volunteer)

Calls to 0300 numbers cost no more than calls to UK numbers starting 01 and 02 and will be part of any inclusive minutes that apply to your provider and call package.

www.breastfeedingnetwork.org.uk

The Breastfeeding Network
PO Box 11126, Paisley PA2 8YB

The Breastfeeding Network is a Company Limited by Guarantee
Registered in Scotland Company No. 330639

The Breastfeeding Network is a Registered Scottish Charity No SC027007

The Breastfeeding Network

**Compliments,
comments,
concerns or
complaints?**

"It was reassuring how seriously they took my concern and how they followed it up"

DESIGNED BY  **mortonward 0131 555 3553**

 **The Breastfeeding Network**

Who are we and what can we do?

Our Compliments, Concerns and Complaints Panel are here to help solve problems and pass on compliments, comments, suggestions and concerns to improve our services. We want all users of our services to receive the highest quality help, information and support.

If you have received a particularly good service from us, please let us know. We will tell the volunteers or staff concerned.

Please tell us if any BfN service you have used has not met the high standards you expect. Sharing your concerns with us can help us to improve services for you and others in the future.

Contact us if you ...

- Wish to compliment our volunteers, employees or particular services
- Want to give us some feedback
- Have a current concern or problem with the standard of help you have received with any of our services

Making a complaint

All BfN volunteers and employees aim to provide the best possible service; however sometimes things do go wrong. If you're not happy with the service you have received from the Breastfeeding Network then please let us know.

Complaints are dealt with in the strictest confidence and are only discussed with the volunteers or employees involved and their supervisors.

How we deal with complaints

Stage one

If you are not happy with the service you have received, contact the people you first dealt with. They will try to put things right. We hope that we can settle issues as quickly as possible in this way.

Stage two

If you are not satisfied with the response you receive, you can take this further by:

- writing to our Compliments, Comments and Complaints Panel at
The Breastfeeding Network
PO Box 9574, Lochgilphead PA31 9AG
- or sending an audio tape or CD.

Please tell us:

- what happened
- when it happened
- who dealt with you
- what you would like us to do to put things right.

Also tell us if there is anything we need to know about how to contact you (for example, if you would like us to reply by phone or email).

You must do this within four weeks of not having received a satisfactory response during stage one of this process.

When will you hear from us?

Within 21 days of receiving your complaint we will write to you or phone you to say that we have received it.

We will also tell you how you can contact the person who is dealing with your complaint and when they will be in touch.

You will receive a reply to your complaint within 28 days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it.

Stage three

If you are not satisfied with our response and wish to appeal, an Appeals panel will be set up. This group will include a BfN Director and an independent, external person.