



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

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

The Breastfeeding Network is committed to ensuring our services are the best that they can be.

We welcome your compliments, comments, concerns or complaints about any of our services. Your feedback, good or bad, helps us to improve our services for the future. There is a single point of contact about services provided by the Breastfeeding Network.

### **Who are we and what can we do?**

Our Compliments, Concerns and Complaints team 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 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 in relation to our Code of Conduct, policies or procedures. 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 concern or problem with the standard of support you have received from any of our services
- Have any suggestions about our services or other things you would like to see

You can contact us by email [4cs@breastfeedingnetwork.org.uk](mailto:4cs@breastfeedingnetwork.org.uk) or by telephoning the Paisley office on **08444 120 995**. We aim to respond to any compliments, comments or concerns within 14 days.

### **Making a Complaint**

All BfN volunteers and employees aim to provide the best possible service, however sometimes things do go wrong. If you are 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 or line managers.

### **How we deal with complaints**

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.

If you are not satisfied with the response you receive, you can take this further by making a complaint. Details of how to do this are explained in our [Complaints Policy](#).

When you contact us please tell us:

- What happened
- When it happened
- Who dealt with you
- What you would like us to do to put things right

### **When will you hear from us?**

Normally within 2 working days of receiving your complaint we will reply using the same format in which it was received, to confirm receipt.

We will aim to conduct our investigation and provide you with a full response within 20 working days from date of receipt.

If you are not satisfied with our response the complaint will become Formal and will be handled by a Complaints Panel, including members of the management team.

Following completion of our Formal Complaints process, if you are still not satisfied with the outcome you can appeal. An Appeals panel will consist of a BfN Director and, where possible, an independent, neutral third party.