compliments
complaints
comments

We value YOUR feedback

nyas

gwasanaeth eiriolaeth ieuenctid cenedlaethol

national youth advocacy service

what was good, what was not so good or could have been better?

At **NYAS**, we are committed to improving the lives of children in care and young care leavers and we work hard to give everyone we support the best possible service we can. If you are unhappy, pleased with or would like to comment on any aspect of our work, you have a **right** to express your opinion.

We value and welcome all types of comments, good or bad.

What you tell us helps us to look at how we do things and helps us to improve our services.

Most concerns can often be sorted out on an informal basis so please feel free to ring in and have a chat with us about what has bothered you or send us an email or write a letter if you prefer.

All comments will be received into our central reception and forwarded to the relevant department manager where it can be dealt with quickly, and they will respond to you directly. Following some investigation and making sure we have all the facts you can expect a response from us within 10 working days from the date of your acknowledgement.

If following this procedure you are still unhappy then you can ask for a further review in line with our complaints policy.

You can make a compliment, complaint or comment yourself or you can ask someone you trust to do this on your behalf.

You can telephone NYAS Head Office:
0151 649 8700

Email: feedback@nyas.net

Write to us at:
Supporter Care Team,
NYAS,
Tower House,
1 Tower Road,
Birkenhead,
Wirral, CH41 1FF