

Suggestions

Please let us know if you have suggestions for improving the FGC service. You can write or telephone the manager named at Step 2.

If you could spare some time to join our service users group your help and suggestions will be put to good use.

Compliments

When we have done a good job we would like to know! Please write or email us with your comments.

If you have any questions contact Daybreak head office on:

Tel: 02380 696644

Fax: 02380 696655

headoffice@daybreakfgc.org.uk

Or for more information visit our website:

www.daybreakfgc.org.uk

Daybreak Family Group Conferences

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INVESTOR IN PEOPLE



A new view on an old problem

DAYBREAK

Family Group Conferences



Suggestions, comments and complaints

Family Group Conferences

"Bringing families back into decision making and planning"

Feedback

Your feedback will help all who use Daybreak FGC services – family members and young people, as well as staff from agencies making referrals, attending conferences and giving information at all our FGCs, as well as learners on our training programmes.

As providers of family group conferences and training:

- We aim to be helpful and efficient
- We welcome comments and suggestions about the way we run our services
- We recognise that sometimes things go wrong
- We have procedures to deal with complaints
- We aim to resolve problems rather than allocate blame



Resolution Process

Step 1

Most concerns are satisfactorily dealt with at this stage. Please raise the matter with the member of staff or coordinator or tutor concerned within 10 working days after your dissatisfaction with the service.

We hope they will be able to put things right straight away.



Step 2

If you are unhappy with the response then please write to the appropriate Family Group Conference project manager, or course organiser, within 10 working days after the completion of Step 1. Please contact Daybreak Head Office for the name of this person.

Your concern will be acknowledged in writing within five working days and you will receive a full response within 20 working days.

We will listen carefully to your concerns and endeavour to resolve the matter to everyone's satisfaction.

Step 3

If you are still not happy with this response and wish to take it further, you can write to the Daybreak Chief Executive Officer within 10 working days of receipt of the response to Step 2.

Please write to the Daybreak Chief Executive Officer at the address overleaf.

You will receive a response within 20 working days of our receipt of your letter.



www.daybreakfgc.org.uk