Talk to Us
@ Compass

Compliments, Feedback, Suggestions & Complaints

Talk to Us
@ Compass

Compliments, Feedback, Suggestions & Complaints

We always want to give the best possible care to children, young people and families. We want to listen to what you say about us
- if you think we've done well
- if you have a suggestion of how we might improve
- if you're unhappy and want to complain

Please email the relevant service or email us centrally at feedback@compass-uk.org

We will make sure that compliments, feedback and suggestions are shared with the right person or team.

You can also feedback by using our service suggestion/ feedback boxes, children, young people and family forums, group or individual surveys or by simply talking with a staff member.

Making a complaint

Tell us about it

If you have concerns about any aspect of our services, please tell us about them. You can tell us your concern by speaking to a member of staff or the manager of the service. Many concerns can be resolved by talking it through together at the earliest opportunity.

If you feel the matter is not sorted out, or properly dealt with you can make a formal complaint:
- You will not be treated differently because you have raised your concerns.
- We take all matters seriously and use any feedback or learning to improve our services
- Your complaint should be made within six months of the concern occurring; after this time it may prove difficult to investigate the matter.

To make a formal complaint please contact the Chief Executive Officer (CEO) either via email or in writing:

Email: feedback@compass-uk.org

Post: Compass, 2nd Floor, Marlborough House, Westminster Place, York, YO26 6RW

Taking it further...

At the end of our process, if you we are unable to resolve your complaint we will advise you who to contact next.