

What if I need more help?

For help with filling in Hampshire forms, or for information in large print, Braille, other languages or on tape, contact Hampshire's information centres:

 **Freefone 0800 028 0888**

 **01962 870500** if your call is from outside Hampshire

 **info.centres@hants.gov.uk**

More information on Hampshire's policy guidance is online at: www.hants.gov.uk/complaints


The local Government Ombudsman is an independent, impartial and free service.

The Ombudsmen can investigate certain complaints. You will find more information online at: www.lgo.org.uk




Our team at Hampshire Children's Fund are happy to help, so please get in touch:

Programme Manager
Dale Tomlinson: Head Office
 **01730 235236/ 07736 793007**

Yisp Manager
Liz Johnstone: Head Office
 **01730 235235 / 07736 793012**

Senior Development Officers (SDO):

North Hants SDO: Tessa Notman-Watts:
Head office: 01730 235236 / 07736 793010

SE Hants SDO: Emma Davis:
Botley Drive Methodist Church
Botley Drive, Leigh Park, PO9 4PJ
 **023 92 483901 / 07736 793008**

SW Hants SDO: Tony Bostock:
TVCS 2nd Floor Coopers House,
The Horesefair, Romsey, SO51 8JZ
 **01794 519998 / 07736 793011**

Head office address:
Hampshire Children's Fund
Tilbrook House
2-4 Grenehurst Way
Petersfield
Hampshire
GU31 4AZ



Suggestions Comments Complaints



We take all suggestions, comments and complaints seriously and welcome your feedback about the scheme, so do contact us with your views about our services and their delivery. Knowing when we get it right for you may help us to get it right for others too.

We want to make sure any problems you have are dealt with quickly and politely. If you have any feedback relating to Hampshire Children's Fund, please contact the Project Leader or your local Children's Fund Senior Development Officer (SDO), in the first instance.

If you are unhappy about the help you receive, or feel you've been unfairly treated, please contact Hampshire Children's Fund's Programme Manager.

 dale.tomlinson@hants.gov.uk

This feedback guide, an online feedback form, and a feedback flyer for young people are available from our website at:

 www.childrensfund.hants.org.uk/feedback



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How we deal with suggestions comments and complaints

- We aim to be helpful and efficient
- We like to know when you think we did something well
- We need to know when things go wrong, so we can learn from our mistakes
- We welcome suggestions about how we run our services
- Complaints will be treated confidentially at all times
- Complaints will be treated sensitively and thoroughly
- We comply with Hampshire County Council's policy, a copy of which can be found at:

 www.hants.gov.uk/complaints



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What happens next?

We will acknowledge receipt of your communication within five working days, and tell you who will be dealing with it. We will also tell you how long it will take to send you a full reply:-



If there is no satisfactory resolution following your 1st contact, your 2nd contact will action further investigation

2nd contact - HCF Programme Manager



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