

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that the St Albans Bereavement Network keeps strictly to the rules of confidentiality. If you are complaining on behalf of someone else, the Network needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

COMPLAINING TO OTHER AUTHORITIES

The Network management team hope that if you have a problem you will use the Network Complaints Procedure. However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

Hertfordshire and Bedfordshire Independent Complaints and Advocacy Service (ICAS)

POhWER
Hertlands House, Primett Road
Stevenage
Hertfordshire SG1 3EE
Tel: 0300 456 2370
Minicom: 0300 456 2364
Fax: 0300 456 2365

Citizens Advice Bureau

64 London Rd
St Albans AL1 1NG
Tel: 0844 411 1444

The Charity Commission

Tel: 0845 300 0218
<http://www.charitycommission.gov.uk/complaints/complaints.aspx>

St Albans Bereavement Network

Complaints & Comments Leaflet

St Albans Bereavement Network

PO BOX 671

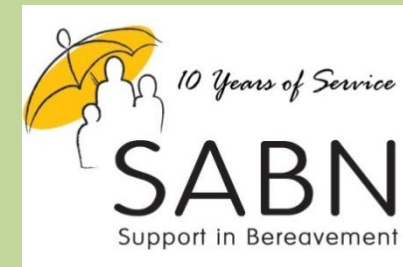
St Albans

AL1 3ZX

01727-841841

help@sabn.org.uk

www.sabn.org.uk



Please Take a Copy

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