



We want to know what you think about EarlyEd services.
We want to make services better.

It's OK to complain! It can make services better.

You can talk to us if you have a concern or complaint about your service.

When you tell us it helps us:

- understand what made you unhappy
- give you information about why something happened
- fix the problem
- say sorry.

A complaint is telling someone that you are not happy with something about your service. We can help to make services better for you.

You can let us know how you feel about your service.

- ask for a form to fill in or write to the CEO or Board
- talk to your EarlyEd staff.
- call on 99232727 and ask for the CEO
- put a note in the Suggestion Box

Note:

You can talk to the member of staff with whom you feel most comfortable.

You can ask an independent person to do this for you, at any time, if you prefer. They can be your own advocate.

What you say will be kept confidential.

It is against the law for people from your service to treat you badly when you make a complaint.