

Let us know
what you think



fresh start
- new beginnings

**The Treatment Service
for Child Sexual Abuse**



Our Vision

To ensure all children and young people who are victims of sexual abuse/exploitation have the opportunity to access help, advice, guidance and therapeutic intervention to aid their recovery.

To ensure that every child has the right to a childhood free from sexual abuse.

Our Values

Wellbeing

Confidence

Humanity



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What you tell us is important so please let us know:

- The things you think are good about our service
- Any suggestions you have
- Anything you are unhappy about

Your comments help us to:

- Know when we are getting things right
- Get better at what we do
- Sort out any problems

How to tell us:

- Any member of the staff will be happy to talk to you
- They will pass your compliments or complaints to a Trustee or you can ask to speak to a Trustee yourself
- You can write to us

If you have a complaint:

- We can help you with reading, writing or any interpreting you may need
- If you are a child or young person, we will help you get an advocate to support you with your complaint
- You can ask that your complaint is put before the Board of Trustees

We promise.....

- To listen to your complaint, take it seriously and look into it thoroughly
- To tell you what we will do and put it in writing
- Try to sort things out within 7 working days

I would like you to contact me so that I can tell you about my experience with your charity:

My name is.....

.....

My address.....

.....

.....

.....

My phone number

.....

Mobile

.....

Email

.....

The best time to call me is:

.....

For more information about our
work, please visit our website

www.fsnb.org.uk

or contact the team on

Head office:

01473 353 355

Norfolk office:

01603 558 205

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