

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](http://www.fsnb.org.uk)**

or contact the team on

Head office:

**01473 353 355**

Norfolk office:

**01603 558 205**

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