

Your views are important to us



Why comment on our service?

At CASS we are constantly striving to improve our service to you, the carer, and with this in mind, we appreciate your suggestions as to how we can change things for the better. We would also welcome any comments you would like to make about the service you have received from us.

Compliments are a pleasure to receive. However, your observations are also vital in enabling us to monitor our service and to ensure that we continue to provide the things that you consider to be the most helpful.

How to comment on our service

Should you wish to comment on any of the services we offer please write, using the 'Your comments' page on the rear of this leaflet and send to.

CASS

**Suite 1a/1b The Whitehouse, 3a
Chapel Street, Stafford, ST16 2BX .**

**or email us at
enquiries@carersinformation.org.uk**

Upon receipt of your comments we will contact you (if you have provided contact details) to acknowledge your views.

Our confidentiality policy

All information you give to CASS staff and volunteers is confidential and is discussed only as necessary with the Chief Operating Officer in order to support you or the person you care for.

Any disclosures of confidential information to any other person may only be undertaken at your request and with your permission, except when considered necessary for the protection of a child or vulnerable adult. In these cases the staff member or volunteer must first discuss the information with the Chief Operating Officer and action may possibly be taken.

**All information is handled
in accordance with the Data
Protection Act and all front-line
staff are subject to Disclosure
& Barring Service checks.**

Complaints

CASS wishes to provide the best possible service to you but from time to time things can go wrong. We understand that it can be difficult to express concerns and anxieties.

With this in mind our complaints procedure is set up to help you to make your views known.

How to make a complaint

In the first instance, contact the CASS Chief Operating Officer, either by telephone or in writing.

You can be assured that confidentiality will be maintained at all times.

The Chief Operating Officer will guide you through the process and a full copy of the complaints procedure will be sent to you together with a written acknowledgement of your concern.

Here at CASS we aim to resolve your complaint as speedily as possible whilst ensuring that you are completely satisfied with the outcome.