

FREEPOST PLUS RSBC-ZYCY-BECY  
Comments / Complaints Administrator  
Alternative Futures Group Limited  
Lion Court  
Kings Drive  
Kings Business Park  
Prescot  
Knowsley  
L34 1BN



*Listen, Respond, Improve*

*Alternative Futures Group strives to provide an excellent service. To do this we need feedback so that we know when our actions, decisions or the service we provide is good or poor.*

**You can use any of the following ways to provide us with feedback:**

- speak to a member of staff or a manager
- complete and return the tear off part of this leaflet
- speak to a member of our administration team, giving a brief description (if you feel able to) on 0151 489 5501
- email us: [mail@alternativefuturesgroup.org.uk](mailto:mail@alternativefuturesgroup.org.uk)
- write to the Comments/Complaints Administrator:  
**Alternative Futures Group Limited**, Lion Court, Kings Drive, Kings Business Park, Prescot, Knowsley L34 1BN.

**If you need to make a comment or complaint, we will do everything we can to ensure this is a positive experience for you. We will:**

- offer to meet with you to discuss your complaint and how it is resolved
- let you know what support is available to you
- look in to your comment/complaint
- keep you informed
- tell you how the comment/complaint has been considered, what conclusions have been reached and the improvements we will make
- let you know what you can do if you are not happy with the way we have dealt with your comment/complaint or with the outcome.

**If you are not satisfied with the outcome of your complaint, you can refer your issue to the local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free, independent service. The LGO Advice Team can be contacted for informal advice or to register a complaint:**

**T:** 0300 061 0614 **E:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk) **W:** [www.lgo.org.uk](http://www.lgo.org.uk)

**You can also contact our regulators: Care Quality Commission (CQC), CQC National Contact Centre, Gallowgate, Newcastle Upon Tyne, NE1 4PA; Tel: 03000 616161; Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk); web: [cqc.org.uk](http://cqc.org.uk)**

**Registered Office: Alternative Futures Group Limited, Lion Court, Kings Drive, Kings Business Park, Prescot, Merseyside, L34 1BN**

**Registered in England: 2679915 Registered Charity Number: 1008587**

TEAR HERE

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## Comment/Complaint Form

Name

Telephone

Email

Address

FOLD HERE

Brief details (optional)

  
  
  
  

Please seal and post this form (postage has been paid).

