




# COMMENTS & COMPLAINTS



**At all times we aim to treat you with respect and courtesy, but there may be times when you are unhappy with the standard of our service. It may also be that you wish to make a comment to express your praise or appreciation for the work of a staff member or support of an EA Service.**

**There are a number of ways in which you can get in touch regarding comments or concerns.**

-  Talk to your youth centre safeguarding officer if you have a concern about your child or another child's safety. There is also a deputy safeguarding officer at every centre.
-  Our youth centre apps have a feedback form. We would encourage you to use this to leave any comments you may have regarding staff, programmes/provision or suggestions on how we may improve. You may also use this to make a complaint which will then be handled through the official EA complaints process.
-  The EA formal complaints process can be accessed in a range of ways:

**Phone:** 028 8241 1472

**Email:** [feedback@eani.org.uk](mailto:feedback@eani.org.uk)

**Post:** Education Authority Corporate Complaints Service, 1 Hospital Road, Omagh, BT79 0AW

**Online:** <https://www.eani.org.uk/contact/comments-complaints>