



Feedback to STARS

We are committed to providing a high quality, responsive service for bereaved children and their families. One way in which we continue to improve our service delivery is by listening and responding to comments and feedback.

Service user comments

We are always pleased to receive feedback about our work. It is useful to know when our work has been helpful and when it has gone less well as this helps us to maintain and improve our service.

Service user concerns

We hope that those who access STARS will be fully satisfied but please let us know if you have any concerns about the service you received. We will take your concerns seriously and will address and respond to them as quickly as possible in accordance with our procedures.

If you do have any concerns, you can get in contact with either our Service Manager or Chair of Trustees:

Anne Streater, STARS Service Manager

anne.streater@talktostars.org.uk

David Culley, STARS Chair of Trustees

david.culley@talktostars.org.uk

Reviewed June 2020