



Comments, suggestions and complaints

Your views are important to us

The Tuberous Sclerosis Association provides a range of services to families and individuals affected by Tuberous Sclerosis Complex(TSC).

- Advice and support from TSC advisers by telephone, email and home visit
- Published information - leaflets, factsheets, Scan magazine and our website (www.tuberous- sclerosis.org)
- Events where you can meet others to share experiences
- Study days where you can hear the latest news about TSC management and research.

Suggestions and feedback

We are always looking at ways to improve our services and we want you to be able to help us to do this. We have designed this form so it is easy for you to tell us

- when things have gone well
- your ideas for improvements
- when things haven't gone as you would have liked ?

You do not have to give your name and contact details unless you would like to be contacted about your comment.

Complaints

We aim to provide the best possible service but from time to time things can go wrong. We understand that sometimes it is difficult to tell us when you are unhappy with our service but we want you to know that

- all complaints will be treated seriously
- we will try to resolve your complaint quickly

Please use this space for your comments

Send to: Tuberous Sclerosis Association, PO Box 8001, Derby DE1 0YA

The following comments relate to (please tick) Research Support Services Appeals and Publicity Other

Your details (optional)

Name Address.....

Phone If you would like a response, please tick here