



Mother and Baby Institutions,
Magdalene Laundries
and Workhouses

Co-Design of Support and Services Complaints and Compliments

The Victims and Survivors Service (VSS) is passionate about co-designing services with victims and survivors.

We are committed to listening to ensure the co-design process is survivor-led, accessible and responsive to the unique needs of each victim and survivor. We also want to ensure that you are supported and empowered throughout.

To provide the best possible service to victims and survivors and ensure you have a positive experience during this process, we really welcome feedback. Please let us know if there are ways we can make improvements by contacting us in one of the following ways.

- **Email** codesign@vssni.org
.....
- **Call** **02890 311 678**
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- **Web Chat** www.victimsservice.org

If you are unhappy with how we are carrying out the co-design process, please ask to speak to a member of the [Co-Design team](#).

Should you still feel unhappy and/or wish to raise a complaint, please refer to the [complaints](#) section of our website for more information,

We embrace opportunities for learning and growth. Please be assured that we will act on any feedback provided.