# FEEDBACK AND COMPLAINTS

You will be given opportunity to give feedback to Flourish as we finish working with you. You can also give feedback at other times by email, phone or face to face.

**WHO CAN MAKE A COMPLAINT?**

- If you currently use Flourish services, or have done so in the past
- If you give your consent for someone else to make a complaint for you
- If you are under 16 you still have the same rights to complain as everyone else.

**WHEN CAN I MAKE A COMPLAINT?**

You can make a complaint as soon as something happens that you're not happy about. If you don't make a complaint straight away, you can still complain:

- Up to 12 months after it happened.
- Up to 12 months after you became aware of the problem.

**HOW WILL COMPLAINTS BE HANDLED?**

- They will be thoroughly investigated and dealt with quickly.
- All complaints will receive a positive and full response, however they are made.
- If Flourish has made a mistake we will apologise, explain what went wrong and put things right quickly and effectively.
- If you are unhappy with Flourish's response, we will give you details of how you can get your complaint independently reviewed.
- Flourish will create improvement action plans to stop things from going wrong again.

**CONFIDENTIALITY:**

Your right to confidentiality is of the highest importance to us.

- You have the same rights to confidentiality during the complaints process as normal, even if you're under 16
- Complaints will be kept totally separate from client records, so you will not be treated any differently
- If you want someone else to make a complaint for you, we will need to make 100% certain that the person has your consent to make the complaint on your behalf, so we would need to talk to you, in the first instance.

**WAYS YOU CAN GIVE FEEDBACK OR MAKE A COMPLAINT:**

- Speak to the Flourish staff member or volunteer you have been working with.
- Contact the Flourish Office on 07732825721

Email Flourish hello@youcanflourish.co.uk