

Please send or hand in to
Flourish House
23-25 Ashley Street
Glasgow
G3 6DR

Please mark the envelope as confidential or give it to a staff member

What will Flourish do with my complaint?

Once your complaint has been received the Manager will write to you to acknowledge receipt of the complaint and advise you of the timescales for investigating and reporting on your complaint. Where possible you should have a written response to your complaint within 28 days of the complaint being received.

Who can help me make a complaint?

You may wish to ask a friend or family member to help you with your complaint. Alternatively you may wish to ask staff at Flourish House or seek support from an advocacy worker or staff from another agency.

What if I'm still not satisfied?

If you are still not happy after the complaint has been investigated and the outcome notified to you, you can appeal by writing to the Board of Directors at Flourish House. The Board will establish a panel to consider your complaint and will respond within 28 days.

FLOURISH HOUSE
23-25 Ashley Street,
Glasgow
G3 6DR

Phone: 0141 333 0099

Fax: 0141 333 1188

Email: info@flourishhouse.org.uk

Web: flourishhouse.org.uk

Flourish House is a Company Limited by Guarantee registered in Scotland No:
216172

Flourish House is recognised as a charity by the Inland Revenue No:
SCO31160



FLOURISH HOUSE



Complaints Leaflet



Complaints Form

What is a Complaint?

You may wish to raise an issue or make a complaint for a number of reasons.

For example:

- ◆ You may feel that Flourish House has let you down in some way.
- ◆ You may have an issue about how you or another individual has been treated by a member of Flourish House staff.

Complaints are an effective way of giving feedback to Flourish House and can help to improve service and promote good practice.

Making a Complaint

If you wish to complain your complaint will be taken seriously.

In the first instance you may wish to talk to your co-worker or any member of staff who will listen to you and try to resolve your issue as quickly as possible. Staff in Flourish House will take all reasonable measures to try and resolve your complaint at a local level. However, if you remain unsatisfied you can move on to the Formal Complaints Procedure described in this leaflet.

Who can complain?

Complaints can be made by members of Flourish House, carers, referral agencies or an advocate who is raising the complaint on behalf of someone else.

Advocacy agency:

Advocacy Matters (Greater Glasgow) LTD
5th Floor Merchants House,
30 George Square GLASGOW G2 1EG
0141 572 2850

Email: advocacymatters@yahoo.co.uk

How Can I make a complaint?

If you wish to make a complaint using the Formal Complaints Procedure you should do so by writing to the Manager of Flourish House.

If you require assistance to put your complaint in writing you can ask a staff member to assist you. It is helpful if you can be as specific as possible about the details of your complaint and about what you feel would be a satisfactory outcome. If your complaint is about the manager you should write to the Chair of the Board of Directors at Flourish House.

The tear off slip on this leaflet can be used to make a complaint or used as guidance for reporting a complaint to staff or when writing

Your Name:

Your address and postcode:

Email address:

Tel:

Mobile:

(Where possible please give us a number where you may be reached during the day)

What do you believe Flourish House did wrong or failed to do? (continue on a separate sheet if necessary)

What do you think Flourish House should do to put things right?

Your signature:

Date: