



## Complaints policy & procedure

### 1. Introduction

- We are committed to providing a high-quality service to our community. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.
- A complaint is when someone is unhappy with the services they've received from NeonDaisy. General questions, comments about the organisation or disagreements about policy aren't usually seen as complaints.

### 2. How to Make a Complaint

- You can make a complaint in person, by phone, by email, or in writing. Please provide as much detail as possible about the issue.
- This procedure is for beneficiaries, customers and partners who want to raise a complaint. For staff members wanting to raise a complaint, the staff grievance policy and procedure applies.

### 3. Contact Details

- **By Phone:** Call us on 07842 737933
- **By Email:** Send an email to [hello@neondaisy.org.uk](mailto:hello@neondaisy.org.uk)
- **In Writing:** Write to us at NeonDaisy, 2nd Floor, 5 High Street, Westbury on Trym, Bristol BS9 3BY

We might keep a record of this complaint, including any correspondence and notes, for two years to help us improve our services.

### 4. Timescales

- We will acknowledge your complaint within 5 working days of receiving it.
- We will investigate your complaint and aim provide a full response within ten working days of receiving it.
- If we need more time, we will let you know and explain why.

### 5. What's next:

- The relevant manager will look into your complaint.

- You might be asked for more details or to clarify certain points if needed.
- You'll receive a response from the investigator, explaining what they found out, an apology, if appropriate, and details on any remedial actions that need to be taken. The goal is to resolve things at this stage.

#### **6. Further Steps**

- If you are not satisfied with our response, you can request a review by a senior member of our team.
- If you remain dissatisfied, you can contact [Office of the Regulator of Community Interest Companies](#) for further assistance.

#### **7. Confidentiality**

- All complaints will be handled confidentially and in accordance with our data protection policy.

#### **8. Feedback**

- We welcome feedback on our complaints procedure to help us improve.

*Last reviewed 8/1/2025*

*Next review 8/1/2026*