

Beneficiary Complaints Procedure

Should you have a complaint about the Recovery services please inform the Recovery Centre or the H4H team that has been assisting you with your recovery (for example, Band of Brothers, Sports Recovery, Career Recovery). This guide is to help you to understand how we will deal with complaints to help us improve our customer service. We have confidence in the services we offer and are committed to delivering the highest standards.

If you are unhappy please let us know so we can understand the reasons for your complaint. We are always available to listen and will work to ensure our processes are accessible and fair. We will try to acknowledge your complaint within 2 working days.

If the complaint is complex we may ask for it to be submitted in writing by letter or email and for you to tell us:

The circumstances of the complaint;

How or why you consider that something has gone wrong or been done badly;

What would you like us to do, or think we should do, to put things right.

Where necessary, we can offer support to help write the complaint.

Please note that your recovery support from the Charity will not be affected by the fact that you have made a complaint. However, please understand that it may take some time to investigate. Where possible we will endeavour to complete the investigation in 4 weeks.

Once we have completed our investigation we will share our findings. We will try to include enough detail for you to understand how we have reached our decision. If we have provided poor service, we will acknowledge what went wrong, what lessons we have learned and explain how we are putting things right. But, if we find that we have provided a reasonable service we will provide a full and clear explanation of how we have reached that decision and show evidence where possible.

Should you not be satisfied with the resolution provided you may ask for the complaint to be referred to the Director of Recovery. Every complaint will be acknowledged within 2 working days and investigated within 4 weeks where reasonably practicable. The Director of Recovery's findings and remedies will be final.