



Quality and Performance
 Phoenix Futures
 3rd Floor, ASRA House
 1 Long Lane
 London SE1 4PG

Compliments & Complaints Leaflet

To make a formal Compliment or Complaint, fill in the attached form and send to:

Quality and Performance
 Phoenix Futures
 3rd Floor, ASRA House
 1 Long Lane
 London SE1 4PG

Alternatively you can email a formal Compliment or Complaint to:

quality&performance@phoenix-futures.org.uk

If you have already made a complaint, you can appeal against the process or outcome by writing to the Chief Executive at:

Phoenix Futures
 3rd Floor, ASRA House
 1 Long Lane
 London SE1 4PG

Please mark your letter 'Private and Confidential'

Where else to take your complaint:

You should try and use this complaints procedure first, but if you wish to you can complain to independent bodies which monitor our work. For advice please contact the Quality and Performance Department on: 020 7234 9755 / 9778 / 9779

We welcome your opinions on our services, particularly where you feel we have done something really well or something has gone wrong

Who is this leaflet for?

- Service users
- Former service users or visitors
- Someone acting on behalf of an existing or former service user, with their consent
- Any appropriate person in respect of a deceased service user (e.g. next of kin or their agent)
- Neighbours
- Contractors
- Partnership organisations

What you can expect

- We will listen to all compliments and complaints
- We will seek to involve you in reaching the best outcome wherever possible
- We will abide by confidentiality arrangements at all times
- Any feedback you give us will not affect the services you receive

