



Blossom Education Limited
Registered Company Number: 12669600
Feedback and Complaints Policy

DEFINITION

Feedback from clients is an important source of information for Blossom Education Limited (Blossom). This information can help Blossom to improve its services and the way in which they are delivered.

Feedback includes the following:

- Comments from clients on their views of the services they have received—these can be compliments or the client's perspective on the service they have received.
- Suggestions from clients on how services can be improved—this will be where clients have ideas as to how the service can be improved or developed.
- Complaints from clients—this will be where clients are unhappy with the service they have received, or have a concern.

This Policy sets out how Blossom will encourage feedback from clients, and how it will review the feedback received and use it to develop its services.

COMPLIMENTS AND COMMENTS

If participants are happy with a service received from Blossom, or have any comments, Blossom would love to hear from them. There are several ways this can be done:

- Speak to one of our volunteers
- Email hello@blossomantenatal.com
- Feedback can be anonymous if preferred by the client by using Blossom's online form: <https://www.blossomantenatal.com/contact-us.php>

COMPLAINTS

Blossom also wants to know if there is any part of its service that clients are unhappy with. It takes all feedback seriously and will take action when appropriate to do so. All complaints will be logged and dealt with in a timely and professional manner. Blossom may share details of a complaint with relevant parties if it will inform future learning and procedure but will respect the confidentiality of all parties involved. No one will be treated less favourably as a result of raising a complaint.

How to make a complaint

The first thing to do if a client is unhappy about any aspect of Blossom's work, or the conduct of any of the team, is to bring this to Blossom's attention by sending an email to hello@blossomantenatal.com

To help Blossom to deal effectively and quickly with a complaint, the individual should contact Blossom as soon as possible giving clear details so they can endeavour to resolve the issue, specifying clearly what it is that they wish to make the complaint about.

Including the following details will help Blossom to effectively and quickly investigate a complaint:

- The specific area, volunteer or resource to which the complaint applies.
- The individual's own name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of the complaint as precisely as possible. This will help Blossom to investigate further and hopefully to resolve the issue, including details such as the place and time the incident occurred, if applicable.



- Confirmation if the individual has already reported the complaint, and if any action was taken previously.

What Blossom promises to do to help resolve the complaint:

- The complaint will be dealt with in a professional and confidential manner
- Blossom will acknowledge any complaints within 5 working days of receipt
- The individual will receive a full response to any written complaint within 15 working days confirming the outcome of the investigation in writing
- If disciplinary investigation is recommended, then this will be confirmed in writing, but no details of the investigation or its outcome will be reported to the individual.

In the case of complaints of a serious nature, or where this first-line resolution has not been successful, a complaint will be passed to a 'complaints team', typically consisting of the officers of Blossom Education Limited. Whenever possible, at least one member of the complaints team will be someone who does not personally know the person about whom the complaint has been made.