

BUTTERFLY HOPE

Complaints Policy

Approval and renewal

Policy owner: Director, Grace Thompson, ButterflyHope	Date of last review: March 2026
Policy approval: Director, Grace Thompson, Butterfly Hope	Date of next review: March 2027

About This Policy

Butterfly Hope wants everyone to feel safe, respected, and listened to. If something goes wrong, or you are unhappy with any part of our work, you can tell us.

We take all concerns seriously and will do our best to put things right.

You Can Make a Complaint If:

- You feel you were treated unfairly
- Something was not accessible for you
- You did not feel safe or respected
- You are unhappy with a service, session, or communication
- You feel your needs were not understood or met

No complaint is too small. You will not be judged or treated differently for speaking up.

How to Make a Complaint

You can contact us in the way that works best for you:

- Email - ensure COMPLAINT is included in the subject line
- Written message

- Voice note
- BSL/SSE (with an interpreter)
- A trusted person speaking on your behalf

Tell us:

- What happened
- How it made you feel
- What you would like to happen next

If you are not sure how to explain it, we can help you.

What We Will Do

When you make a complaint, we will:

- Listen carefully
- Take your concerns seriously
- Treat you with respect
- Keep your information private
- Try to understand what went wrong
- Work with you to find a solution

We aim to respond in writing within 2 weeks.. If we need longer, we will let you know.

What Happens Next

We will:

Acknowledge your complaint

1. We will let you know we have received it.

Look into what happened

2. We may ask you for more information if needed.

Explain what we found

3. We will tell you clearly what we learned.

Agree next steps with you

4. This may include an apology, a change to our practice, or another action. **If**

You Are Still Unhappy

If you feel your complaint has not been resolved, you can:

- Ask for the decision to be reviewed
- Ask for support to explain why you are still unhappy
- Bring a trusted person to help you communicate

We will always try to find a fair and respectful way forward.

Our Values

Our complaints process is based on our values: respect; honesty; kindness; listening; learning; accessibility; dignity.

We use complaints to help us improve our work and make Butterfly Hope better for everyone.

Thank You

Thank you for taking the time to share your concerns.

Your voice helps us grow, learn, and create safer, more inclusive spaces.