

Feedback

Use this form to share feedback, ideas or suggestions to help us improve our service. We will acknowledge and record everything we receive and your comments will help us improve the way we work. You may want to comment on:

- The condition of the flat
- The kind of support you get from your Support Worker
- How you are treated when you phone or come into the office
- Any problems with repairs
- Anything that stops you from being able to live peacefully in your flat
- How you are treated if you have arrears of rent or there is a problem with damage or disturbances at your flat
- Moving out of your BACKUP flat
- The support you get when you are moving on to your next flat

To give us feedback-Scan the QR code below or ask the office for a paper form to fill in.



Compliments

Compliments and positive feedback really matter to us! They're always welcome and appreciated. When you share something good (whether you tell us in person or write it down), we make sure it's recorded and passed on. Compliments can come from both staff and young people — whether it's about the service or about each other.

Seen a member of staff go above and beyond or give amazing support? Let us know!

Know a young person who's achieved something brilliant or done something they're proud of? We'd love to hear about it!

We'll make sure your kind words are shared so their hard work gets the recognition it deserves.

Every bit of feedback helps us grow and improve what we do — so if something's been great, don't keep it to yourself, tell us about it!

To make a compliment-Scan the QR below or ask the office for a paper form to fill in.



Compliments, Feedback & Complaints



Formal Complaints Procedure



To view our full complaints policy and further information if you are still not happy with the handling or outcome of your formal complaint. Please visit www.backup-charity.org.uk or contact business support for guidance.

Complaints

At BACKUP, our staff are committed to providing the best possible support. However, if you're ever unhappy with any part of our service, we really want to hear from you so we can put things right.

You can make a **formal complaint**, which will be handled through the official complaints process explained in this leaflet.

You can also share an **informal complaint**. This can be made anonymously. It will still be taken seriously, recorded, and investigated — but it won't go through the full formal process.

Our Commitment to You

We will ensure:

- Your views, wishes, and feelings are respected
- You are supported to access advocacy services
- You understand your rights
- You are supported throughout any complaint process

Your voice matters, and you have the right to be heard. You will not get into trouble or be treated differently for making a complaint.

If you wish to make a complaint Scan the QR code below. Alternatively, email businesssupport@backup-charity.org.uk, call business support on 01204 520183 or ask the office for a paper form to fill in.



Advocacy

When making a complaint, you have the right to an **independent advocate** to support you and to help you have your voice heard. An advocate is someone independent who is on your side and helps you speak up.

- Advocacy is **free**
- Advocacy is **confidential**
- Staff can help you to access an advocate or use one of the useful numbers below

Useful contacts for Advocacy

VoiceAbility

0800 3031660

helpline@voiceability.org

www.voiceability.org

National Youth Advocacy Service (NYAS)

0808 808 1001

help@nyas.net

www.nyas.net

Help at Hand

0800 528 0731

help.team@childrenscommissioner.gov.uk

www.childrenscommissioner.gov.uk

Bolton Citizen Advice Bureau

0808 2787804

You can also contact your social worker or personal advisor regarding your concerns