



Complaints Procedure

Introduction

Best New Life is committed to providing high-quality care and ensuring all clients, families, and stakeholders have opportunities to express concerns or complaints. Your feedback helps us improve our services and maintain transparency.

How to Make a Complaint

- You may raise concerns or complaints verbally, in writing, by email, or through our website contact form.
- Complaints can be submitted to any staff member, who will ensure they are passed to the relevant manager, or sent directly to our Complaints Officer.
- We encourage you to provide as much detail as possible, including dates, names, and descriptions of the situation.

What Happens Next

- All complaints will be acknowledged in writing within 3 working days of receipt.
- A thorough investigation will be conducted by a designated manager or the Complaints Officer.
- You will be informed of the outcome of the investigation within 28 days. If more time is required, you will be notified and provided with regular updates.





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REHABILITATION
CASE MANAGEMENT

- Where possible, we will work collaboratively with you to resolve the issue and identify any actions for service improvement.

If You Are Not Satisfied

- If you are dissatisfied with the outcome, you may request that the complaint be reviewed at a higher management level.
- We will provide details of relevant external agencies or ombudsman services you can contact for independent review.

Confidentiality and Support

- All complaints will be handled sensitively and confidentially, in accordance with data protection laws.
- You can have a representative, advocate, or family member assist or support you throughout the process.

Continuous Improvement

Feedback from complaints is used to identify trends and drive improvements in our services and policies. We value all feedback as an opportunity to learn and enhance our care.

For any questions or to submit a complaint, please contact our Complaints Officer via:

- Phone: 07715469975
- Email: complaints@bestnewlife.co.uk
- Website: [Best New Life - Rehabilitation Case Management for Children](#)
- Address:
Oakwood House, Guilford Road, Bucks Green, Horsham, West Sussex,
RH12 3JJ

