



FYNIX
PROJECT

COMPLAINTS & FEEDBACK POLICY

Rise Through Lived Experience – Practical Tools, Real Healing

Applies to:

This document applies to all Fynix Project activity, including workshops, training, events, youth provision, digital content, free resources, collaborations, and sub-projects such as Fynix Verse and Fynix Pod

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Introduction

At Fynix Project, we believe that listening is an essential part of working ethically, safely and with integrity. Our work is lived-experience-led and trauma-informed, which means we recognise that feedback and complaints may sometimes arise from difficult or emotional experiences.

This policy explains how feedback and complaints can be raised, how they will be handled, and how learning is used to improve our practice. It exists to ensure that concerns are taken seriously, handled fairly, and responded to with respect and transparency.

Raising a concern or complaint will never affect access to Fynix Project services and will not result in discrimination, retaliation or negative treatment.

How to Use This Document.

This policy sets out:

- How to provide feedback to Fynix Project.
- How to raise a complaint if something has gone wrong.
- What happens once feedback or a complaint is received.
- How we ensure fairness, confidentiality and non-retaliation.
- How learning from complaints informs improvement.

You do not need to read this policy all at once.

The contents page can be used to find the sections most relevant to you.

This policy should be read alongside Fynix Project's Safeguarding, Privacy & Confidentiality Policy and Equality, Diversity & Inclusion (EDI) Policy, as complaints may sometimes relate to safety, wellbeing or inclusion.

PART 1: OUR APPROACH TO FEEDBACK & COMPLAINTS

1. Our Commitment

Fynix Project is committed to:

- Welcoming feedback and concerns.
- Taking complaints seriously.
- Responding respectfully, fairly and promptly.
- Ensuring people feel safe to raise concerns.
- Learning from mistakes and improving our work.

We understand that raising a complaint can feel uncomfortable or risky, particularly for people with lived experience of trauma or exclusion. We aim to handle all concerns with care, clarity and compassion.

2. Our Values in Practice

Our approach to feedback and complaints is shaped by our core values:

Lived Experience First

We value people's real experiences, including when those experiences are difficult.

Compassion & Empathy

We listen without judgement, defensiveness or blame.

Trauma-Informed Practice

We recognise that complaints may be raised during periods of distress. We prioritise emotional safety and choice.

Accessibility & Inclusion

We aim to make feedback and complaints accessible to everyone.

Collaboration & Community

We see complaints as part of shared responsibility for improving practice.

Hope & Resilience

We believe honest feedback helps us grow stronger as an organisation.

PART 2: FEEDBACK & COMPLAINTS

3. Feedback

Feedback includes:

- Positive comments.
- Suggestions for improvement.
- Reflections on what worked well or did not.

Feedback may be shared informally or formally and helps shape future delivery.

4. Complaints

A complaint is an expression of dissatisfaction relating to:

- A workshop, event or service.
- Conduct of staff, facilitators or collaborators.
- Communication or professional boundaries.
- Accessibility or inclusion.
- Digital or online content.
- Failure to meet expected standards.

Complaints may be raised by:

Participants or service users.

Partner organisations.

Parents or guardians (where applicable).

Members of the public.

PART 2.5: Relevant Legislation & Guidance

Fynix Project is committed to handling feedback and complaints in a fair, transparent and lawful way. This policy is informed by, and operates in line with, relevant UK legislation and recognised good practice, including:

Equality Act 2010

Ensuring complaints are handled without discrimination and that reasonable adjustments are made where needed.

Human Rights Act 1998

Upholding the right to dignity, respect, fairness and access to a fair process.

Children Act 1989 & 2004

Informing our approach where complaints involve children or young people, with the welfare of the child as paramount.

Care Act 2014

Guiding responses where complaints relate to adults at risk or safeguarding concerns.

Mental Health Act 1983 (as amended)

Informing our understanding of mental health-related vulnerability and duty of care.

Health and Social Care Act 2012

Supporting principles of quality, accountability and safe practice where we work alongside health and social care partners.

Data Protection Act 2018 & UK GDPR

Governing how personal information shared within complaints is handled, stored and protected.

Protection from Harassment Act 1997

Informing our response to complaints involving harassment, intimidation or repeated unwanted contact.

Online Safety Act 2023

Guiding how complaints relating to digital content, online behaviour or social media interactions are addressed.

We also align with recognised best practice in:

- Trauma-informed and person-centred approaches
- Anti-oppressive and inclusive practice
- Proportionate, fair and transparent complaint handling

This ensures that complaints are managed safely, respectfully and consistently, while balancing confidentiality, safeguarding duties and the rights of all involved.

5. How to Raise a Complaint

Complaints can be raised confidentially via:

Email: Info@fynix.org.uk

Where possible, complaints should include:

- A brief description of the concern.
- When and where it occurred.
- Who was involved (if known).
- What outcome is being sought.

We understand that not everyone can provide detailed written accounts. Support or reasonable adjustments can be requested.

6. Support When Making a Complaint

We recognise that raising a complaint can be:

- Emotionally difficult.
- Triggering.
- Intimidating.

You may:

- Ask for reasonable adjustments.
- Be supported by another person.
- Take breaks during the process.

PART 4: HOW COMPLAINTS ARE HANDLED

7. Acknowledgement

- All complaints will be acknowledged within 5 working days.
- You will be informed of the next steps and expected timescales.

8. Review & Investigation

Complaints will be reviewed fairly and proportionately by:

- Fynix Project Leadership, or
- A nominated independent reviewer where appropriate.

We will:

- Listen to all perspectives.
- Review relevant information.
- Avoid assumptions or blame.
- Maintain confidentiality.

9. Outcome & Response

You will receive:

- A clear response explaining the outcome.
- Any actions taken or planned.
- An explanation if the complaint is not upheld.

Responses will be respectful, clear and non-defensive.

PART 5: SAFEGUARDING & DISCRIMINATION

10. Safeguarding-Related Complaints

If a complaint involves:

- Risk of harm.
- Abuse or neglect.
- Children or adults at risk.

It will be managed under the Safeguarding, Privacy & Confidentiality Policy and may require referral to statutory services.

11. Equality & Discrimination Concerns

Complaints involving discrimination, exclusion or unfair treatment will be handled in line with the Equality, Diversity & Inclusion (EDI) Policy.

PART 6: CONFIDENTIALITY & FAIRNESS

12. Confidentiality

- Complaints are handled confidentially.
- Information is shared only where necessary.
- Records are stored securely.

13. Non-Retaliation

No individual will be treated unfairly or disadvantaged for raising:

- Feedback.
- A concern.
- A complaint.

PART 7: LEARNING & IMPROVEMENT

14. Learning From Feedback

We use feedback and complaints to:

- Improve delivery.
- Strengthen communication and boundaries.
- Enhance accessibility and inclusion.
- Inform training and development.

15. Monitoring & Review

We monitor:

- Themes and patterns in complaints.
- Areas for improvement.
- Effectiveness of responses.

Learning is embedded into future planning.

16. Review & Continuous Improvement

This policy will be:

- Reviewed annually.
- Updated following learning or change.
- Shared with staff and partners.
- Used to support accountability.

Final Statement

Fynix Project believes that listening is an act of care.

Feedback and complaints help us remain accountable, ethical and responsive — ensuring that our lived-experience-led work remains safe, inclusive and respectful for everyone.