



A B I A N D A

Comments, Compliments and Complaints

A guide on how to get in touch with feedback
on our services





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Welcome Message



At Abianda we design and deliver services and activities for young women affected by criminal exploitation and violence. Your experience with us matters, and we are committed to providing a positive, supportive, and respectful service.

We value your feedback, whether it's sharing what worked well, or letting us know how we can improve. If something didn't go as expected, we're here to listen. Your concerns are important to us, and we will take them seriously and learn from them.

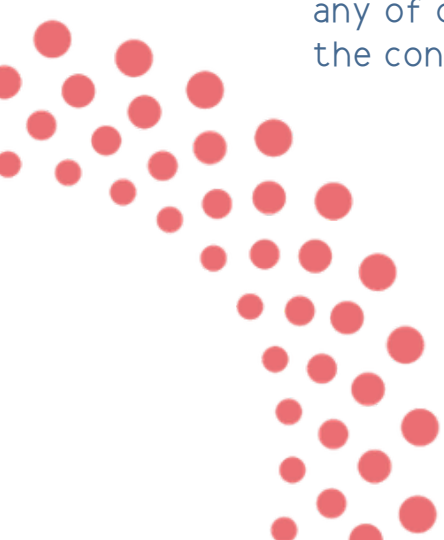
This leaflet explains the ways you can share your feedback, including how to make a formal complaint if needed. We've made it simple to leave comments, compliments, or complaints all in one place.

Requesting an alternative or accessible format

To request this leaflet in an alternative format, or if you need a more accessible way to feedback to us, please speak with your Abianda practitioner.

If this is not comfortable for you, you can also email hello@abianda.com and another member of our team can help you.

Our hello@abianda.com email is not monitored by or accessible to any of our practitioners, therefore they will not be able to view the contents of your email.



How to contact Abianda with your comments and compliments

We are always interested in your feedback. Abianda is an organisation that continuously seeks to understand and learn from the views of young women and girls, so we are always open to hearing your views

You can share comments and compliments as follows:



Your first stop can always be your Abianda practitioner, the member of staff you work with most.

You can ask to have a conversation with them before, during or after a session, or you can contact them using the method that feels most comfortable to you. They will always be happy to listen.

You can also email hello@abianda.com with your feedback, if speaking with your Abianda practitioner doesn't feel comfortable. The Hello inbox is not monitored by our practitioners, so they won't see your feedback



Worried about someone working with us?

If you're worried about another young woman who is participating in our services coming to harm, and you want to tell us about this please contact:

Your practitioner

or

You can also email Fiona who is our Designated Safeguarding Lead. Her email is fiona@abianda.com. Please only include the young woman's initials when emailing your concerns for data security purposes.



Is my complaint a complaint?

There may be an aspect of Abianda's service that you are not happy with.

The first step is to try and resolve this through a supportive and informal conversation with your Abianda practitioner. Lots of concerns can be dealt with this way and our team are trained to have these conversations with you.

If the complaint involves your Practitioner and you don't feel comfortable speaking to them, it might be helpful for you to think about the following before escalating your comment to a complaint:

✓ Is this something Abianda can resolve?

Sometimes we are not best placed to help. We are unable to assist with complaints that involve treatment received by an external party such as schools, social workers and GPs but can support you to advocate for yourself. Your practitioner is best placed to support you with this

If the answer is yes, then you can contact our Designated Safeguarding Lead, Fiona for further advice and support. This will trigger our formal complaints process. Please see the information overleaf for more detail on what this means.

All formal complaints need to put in writing. You will need to do this if you want us to respond to to your complaint.



C Detailed guidance to raising a complaint



1 Putting your complaint in writing

It is really important that we have a written record of all complaints and that we can record how we respond to complaints too.

You should include an explanation of your complaint. Try and include:

- what happened and what you want the outcome to be
- all key dates and times
- the initials of any key witnesses (for data security purposes, we will follow up on names afterwards)
- any other information to support your complaint

2 What happens next?

Any formal complaint made by a young woman is shared with our CEO (Abi). Abi or Fiona will respond to you in writing within 5 working days of your complaint and explain to you what will happen next.

Normally this will be an offer of a formal meeting with Fiona and/or Abi. You can ask a family member, carer, or another trusted adult to accompany you to meetings.

At every stage your practitioner will also be there to support and explain things to you if you want them to be.

3 After the meeting

If you are still unsatisfied with the outcome of your complaint following the meeting, you may request an appeal within 5 working days of receiving the outcome.

Your appeal will be looked by either Abianda's CEO, Abi, or our board of trustees and responded to within 5 working days

You may be invited to a second meeting, you are welcome to bring a trusted adult with you for support.

Raising a complaint about Abianda staff or activities

I have a complaint about Abianda services that I want them to hear...



Speak to your Abianda practitioner, they are best placed to resolve your complaint informally or advise you on the complaints process

I don't feel comfortable doing that or I'm not happy with the response

Put your complaint in writing

Try to include:

- What happened
- What you want the outcome to be
- Initials of any key witnesses
- Any key dates and times
- Additional information we may need such as contact numbers or screenshots

Send to Fiona via email to: fiona@abianda.com

1 We will respond within 5 working days. We may invite you to a meeting to discuss the complaint

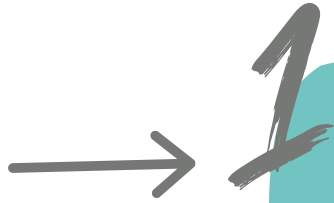
2 You can bring a friend, family member, carer or other trusted adult to support you, including your practitioner if you want

If you are still unhappy with this response, turn over for further information



Complaints flowchart, continued...

I don't feel comfortable doing that or I'm not happy with the response



1
You have 5 days to make an appeal.
Send your appeal to Abi, our CEO, or our Board of Trustees. This information will be given to you in your outcome letter.

2
We will respond within 5 working days.
We may invite you to a meeting.
You can bring a trusted adult to this meeting too!

You will receive a written record of the discussion at the meeting and a decision/outcome on your complaint.



This is the final stage of the complaints procedure within Abianda.
After your appeal we will not look into your complaint any further. See page 10 for further information.

What happens when I submit my complaint?



Possible outcomes of your appeal meeting include:

- We support and agree with your complaint and will take steps to address it and make changes. or
- We agree with your complaint, but not entirely. This will include a detailed explanation of why. or
- We do not feel there is anything to investigate or we are unable to investigate and will explain why. or
- We do not agree with your complaint and will include an explanation of why

Final Decision and Your Rights

Following the appeal meeting, either Abi or the Board of Trustees will provide you with a written record of what was discussed at the appeal meeting as well any decision that has been made following the appeal meeting.

This is the final stage of the complaints process and there are no further stages for investigating a complaint with Abianda after this.

Your rights whilst raising a complaint with us

At every stage, your practitioner will be there to support you and help you understand the process.

We will do our best to keep you informed throughout the process so that you know what's happening and what steps are being taken to address your concerns. Your feedback is vital to us, and we are committed to making any necessary changes to improve our services based on what you share with us.

You can also ask a family member, carer, or another trusted adult to accompany you to meetings and support you during the process.

We are here to listen, support, and make sure your voice is heard.

Whistleblowing

Whistleblowing is a type of complaint where you speak up about something seriously wrong, unsafe, or unfair that's happening within any organisation you're involved with.

If you feel that the issue hasn't been taken seriously after your appeal, or you're not comfortable raising it with Abianda staff or our trustees, you might report it to an independent body like Protect Advice UK, which helps people with these kinds of concerns.

This process is there to help ensure everyone's safety and fairness. Visit <https://protect-advice.org.uk/> for more information or call their free and confidential helpline on 020 3117 2520 for further advice and information on what whistleblowing is and the process involved.





Key contact information



Description	Email
Alex Honnan-Macdonald Head of Programmes: Systems Change	alex@abianda.com
Fiona Stocker Head of Programmes: Borough Provision	fiona@abianda.com
Abi Billingham CEO Appeals only	hello@abianda.com Subject line: FAO of the CEO
Chair of Trustees Appeals only	hello@abianda Subject line: FAO of The Chair of Trustees
Whistleblowing Whistleblowing	hello@abianda.com



Closing words

We deeply value your voice and experiences. Sharing your thoughts, be it a compliment, comment, or concern, not only helps us grow but also ensures we provide the best support possible.

We understand that reaching out takes courage, and we're here to listen, learn, and act. Thank you for trusting us and contributing to a community where every young woman feels heard and valued.

Abi, Founder and CEO

