

Bennachie Horizon CIC

Feedback & Concerns

Public Summary

We're Always Listening

At Bennachie Horizon CIC, we want to know how things feel, whether it's going well or if something's not quite right. Your feedback helps us improve, and we take every concern seriously.

You can speak to any member of staff, contact the Director directly, or send us a message. We're open to hearing anything, a compliment, a suggestion, or a complaint.

Informal Feedback

Sometimes a small conversation is all it takes. If something's bothering you or doesn't feel quite right, just let us know and we'll do our best to sort it quickly and fairly.

We'll always try to listen with care, without judgement, and to put things right as soon as we can.

Making a Formal Complaint

If you want to make a formal complaint, you can do that in writing, by email, or with support from someone else. We'll:

- Acknowledge your complaint within 3 working days
- Look into it carefully and fairly
- Respond in writing within 10 working days
- Offer a chance to appeal if you're not satisfied with the outcome

We'll treat your information confidentially and make sure your voice is heard.


No Retaliation, Ever!

You won't be treated unfairly for raising a concern. Whether you're a trainee, a family member, or a professional, we value your honesty and we're here to listen.

Reporting a Concern

If you have a concern relating to a trainee, family member, professional or of someone at Bennachie Horizon CIC, or would like to provide any feedback, please contact us directly:

 07344 414209

 info@bennachiehorizon.com