

Phoenix House has detailed policies and procedures, which staff must follow when supporting you. These are set out in the documents called 'Phoenix House (Employee) Handbook' and 'Phoenix House Health and Safety Handbook'. If you would like to look at this, please ask any member of staff.

If you believe that any of the standards explained in this booklet have not been met, or if you have any other concerns about any aspects of the support or the accommodation service, please tell us. It is sometimes difficult to check whether things are working properly unless you let us know. You can use the Complaints procedure or send us an email to let us know what is good as well as what is bad. You can also ask questions about the support or the accommodation service directly to any member of staff. Issues may also be brought up during House/Service User Meetings and on the Feedback Forms.

For further details about any of the policies and procedures below, please ask the Service Manager, any member of the Support Team, the Administrative staff, or simply send us an email.

We welcome and thank you for your views and input.