



Happy Human Project Complaints and Feedback Procedure

Feedback

You may not want to make a complaint, but have ideas about how to make things better. We welcome suggestions about how we can improve what we do. Email Charlotte at hello@happyhumanproject.co.uk

Complaints

Happy Human Project aims to provide the best service that we can. Sometimes things go wrong. We want you to tell us if there is something you are not happy about as we will try to put things right.

Who can make a complaint?

You can make a complaint if you:

Are a participant in a Happy Human Project class or workshop

Have been refused a service or an opportunity to participate in a Happy Human Project activity

Making a complaint

If you are not happy with something at a Happy Human Project session, you can:

- In the first instance, talk to a member of staff. Explain your concern.
- Talk about what you think needs to change to make things better.