

Feedback's External Complaints Policy and Procedure



If you have a complaint about Feedback, or feel you need to take your feedback further, we have a complaints procedure for you to do so.

Feedback takes complaints very seriously and we treat them as an opportunity to develop and improve. Where we can, we will aim to put things right with our service. And on some occasions, we can only explain ourselves and apologise.

What you tell us can help us to improve our services. This is why we are always grateful to hear from people who are willing to take the time to help us improve.

What we will do

Feedback will work hard to fix problems, correct mistakes and address concerns in a way that pleases you. Please feel free when contacting us about a complaint to let us know how you think it could be resolved. We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

How long will it take?

Feedback will endeavour to respond fully and conclusively to all complaints within 20 working days. However, you will receive an acknowledgement of your complaint within the first 5 days of receipt. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know. In more complex situations where an immediate response is not possible, Feedback will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

Our pledge

Feedback treats all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, sincerely apologise for them, and put procedures in place to prevent them from happening again in the future.

All information will remain confidential between us and the complainant, unless the complaint is about an external agent, in which case we may pass on the details of that complaint.

We may not respond if...

From time to time we receive complaints that do not relate directly to something that Feedback has done or that we are not in a position to comment on. We are a charity with limited resources and we must use these in the best way possible. This can mean not engaging in lengthy debates on issues that are unrelated to Feedback's work.

There may be rare occasions when we chose not to respond to a complaint at all. These include:

- When a complaint is about something that Feedback has no direct connection to. We may choose to reply to clear our name but we are not obliged to.

- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again. We will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint is about an issue or event that occurred some time ago (this will usually be over 3 months).
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- We also cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

Our expectation of staff

Feedback recognises that raising an issue or a complaint can be a challenge for some people. As such, our staff will aim to be as supportive as possible of anyone that wishes to complain.

Once a member is clear they want to raise a complaint, our staff will inform the person of the complaints procedure (providing a printed copy if required, or this can be sent on later) and provide a copy of the Complaints, Suggestions or Compliments form. Staff will also inform the person that the next step is to formally inform us - by contacting us via phone, email or letter (please see below for details of how a client can contact us, and the information they need to include).

Complaints procedure

Stage one: contact Feedback and local investigation

The first thing to do is let us know about your complaint. You can decide exactly how you would like to get in touch with us:

- You can call the Operations Director on +44 (0) 20 3051 8633.
- You can email hello@feedbackglobal.org
- You can write to us at:

Feedback, 61 Mare St, Hackney, London, E8 4RG

We will provide you with a Complaints, Suggestions and Compliments form to complete. Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily. Please also include details of your complaint so we can begin investigation.

If you prefer, you can send an audio recording of your complaint to the above email address.

If the complaint is upheld, you will receive a full apology and, where appropriate, be given details of any action that Feedback was able to take to improve the situation or at least put things right for the future. The aim is always to achieve resolution at the earliest stage possible.

At the first stage of local investigation, an investigation will be carried out into the circumstances surrounding the complaint.

This will normally be led by the Operations Director unless the nature of the complaint requires the Executive Director to lead - for example, if the complaint is against a member of the Senior Management Team. Please see below, under Stage two.

Stage two: Feedback investigation procedure

We will aim to acknowledge to your complaint within 5 working days of receiving it. The target time for responding in full to a complaint is 20 working days, though, if the issue is complicated, any delay will be explained.

Feedback's Operations Director and/or Executive Director will investigate the complaint in full, with the complainant, the staff involved, and any other staff or partners involved. They will check that the investigation so far has been carried out fully and properly. They will also check that the fundamental point of the complaint has been addressed and look at any outstanding issues raised by the complainant.

The Operations Director and/or Executive Director will then review the complaint and respond in full within 20 working days. If the complaint is upheld, you will receive a full apology and the Operations Director and/or Executive Director will consider what additional action needs to be taken to remedy the situation. The Executive Director will finally raise the issue with the Board of Trustees to discuss if any further actions are needed across Feedback.

The response you receive will also inform you of your right to ask for a review of the investigation should you not be satisfied with the outcome of stage two, and how to proceed to stage three. Details of how to do this will be provided.

Please note, if the complaint is against a member of the Senior Management Team, complaints will be handled as follows:

- Where a complaint is against the Senior Management Team, it will be passed onto the Executive Director to investigate and respond to.
- Where a complaint is against the Executive Director, depending on the circumstances and seriousness of the complaint, the complainant shall submit a written statement to the Operations Director. This will then be submitted to the Chair of the Board, who will appoint a Board member to investigate and respond.

Stage three: review under the direction of the Board

If you still feel that all the issues have not been properly tackled, you can request a further review to be conducted under the direction of Feedback's Board of Trustees.

Once again, the review will produce a full response, which will contain sufficient information to show that the complaint has been fully investigated, and an apology where appropriate.