

## **Feedback (Complaints, Compliments & Suggestions) Policy & Procedures**

### **Policy Statement**

Toynbee Hall wants to do everything we do well, and in a way that suits the people we are here to support. We welcome all feedback about our services whether positive or negative.

We recognise that you might be worried about asking us to do things differently, or about telling us when we've done something wrong. Equally it can be embarrassing complimenting people when they've done something well. This policy is intended to make it easy for you to tell us what you think in a way that is convenient for you. We believe people have a right to tell us what they think about what we do and how we do it, and that this feedback helps us to improve. We are committed to doing whatever we can to make sure that raising concerns or making complaints doesn't cause you further difficulties.

We will always try to resolve difficulties informally, but in some circumstances you may wish to make a formal complaint, we aim to resolve all complaints promptly and sensitively.

This policy and procedure can be used by anyone wishing to feedback on what Toynbee Hall do and how we do it.

This policy is reviewed regularly and was written and reviewed in partnership between Toynbee Hall staff, volunteers and people who we support.

### **When you should use our feedback procedures**

You can use these procedures whenever you have something to say about what we do or how we do it. Compliments, suggestions and complaints will be recorded at stage one by Toynbee Hall staff and volunteers. Only complaints that are not resolved informally at stage one can be escalated to stage two.

Sometimes your feedback will be dealt with under another procedure such as our safeguarding policy or disciplinary and grievance policy. You don't need to worry about what procedure to use. If you are concerned, use this feedback procedure, and the person processing your feedback will work out if a different policy needs to be used.

### **Who can use these procedures to feedback**

Anyone who wants to tell us what they think about what we do and how we do it can use these procedures to make sure the organisation knows what you think. Toynbee Hall expects our staff, volunteers and people on placement to report any feedback they receive to Contracts and Compliance Manager via [feedback@toynbeehall.org.uk](mailto:feedback@toynbeehall.org.uk) in line with these procedures. Failure to report concerns or complaints may be treated as a disciplinary matter.

## **Giving informal feedback and suggestions**

Toynbee Hall values feedback regarding its staff and services, whether positive or negative. If you want to tell us what you think of what we do, or make suggestions about how we can do better, we really welcome your ideas.

If you have a complaint or concern, it will often be possible to resolve the problem informally, by simply talking to the person concerned.

We are committed to having open and regular dialogue with people who care about us and what we do. As well as these individual options Toynbee Hall offers regular opportunities for people to be involved in shaping what we do. You can find out about these by signing up to our newsletter here <http://www.toynbeehall.org.uk/get-involved/>

Staff, volunteers and people on placement are expected to listen to peoples feedback, write it down so it can be reviewed by the senior management team, and do what they can to respond promptly.

## **When you should give feedback formally**

You should use the formal feedback procedures if you are unhappy with the response to your initial feedback or if you think your feedback is too serious to be raised informally.

## **Making formal feedback**

Contact Toynbee Hall about your feedback. You can do this by:

- Leaving your Feedback the Feedback box in our reception. Write "Private and Confidential" on the envelope and it will only be opened by a manager
- email us at [feedback@toynbeehall.org.uk](mailto:feedback@toynbeehall.org.uk)
- Post your feedback to us at Feedback, Toynbee Hall, 28 Commercial Street, London, E1 6LS. Write "Private and Confidential" on the envelope and it will only be opened by a manager – please note we will respond within 2 days of receipt.

If it is easier for you, you can record your feedback and send it in or you can ask a friend to tell us on your behalf. It's helpful if you can be specific about your feedback, including names dates and any other information that might be important.

We will try to respond to your feedback right away. You will get an initial response within 2 working days to let you know what action is being taken to find out more/ make changes in response to your feedback.

If you have sent your feedback to an individual member of staff and received an out of office please resend to – [feedback@toynbeehall.org.uk](mailto:feedback@toynbeehall.org.uk) or expect to receive a response within 2 days of their return to work. The person you are giving feedback to will try and take action as soon as possible. They will let you know as soon as possible that they have received it.

If your feedback needs to be processed under a different policy we will let you know at this stage and send you a copy of the relevant policy.

They will get in touch to tell you what they have learnt and what action they are taking as a result within 21 working days. A member of our Executive Team will review your complain and our response before it is sent to you.

**What next?**

We hope that any concerns you have can be addressed within these procedures but we are aware you may not be satisfied with the result.

If you are unhappy with the outcome you can contact any of the organisations who fund or regulate our services. The person who responded to your complaint will be able to supply you with details of these on request

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