Marylebone Project
Policy and Procedures

# Feedback Policy – Compliments, Complaints, Suggestions and Disclosures

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| *Date Created: August 2020* | *Created by: Senior Management Team* |
| *Sign Off Date: August 2020* | *Signed off by: Marylebone Management Team* |
| *Date of last review: August 2025* | |

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| **Name of Policy:** | Feedback Policy – Internal compliments, complaints, suggestions and disclosures |
| **Version** | August 2020 Version 1<br>August 2021 Version 2<br>August 2024 Version 3<br>August 2025 Version 4 |
| **Written:** | August 2020 |
| **Author:** | Senior Management Team |
| **Agreed by:** | Senior Management Team |
| **Dates of Review:** | August 2025 by Senior Management Team |
| **Latest Amendments made:** | August 2020:<br>• Policy and Procedure reformatted into new headed format.<br>August 2021:<br>• Reviewed content for accuracy.<br>August 2024:<br>• Reviewed content for accuracy and updated to include procedural flowchart for ease of understanding.<br>August 2025:<br>• Reviewed content for accuracy. |
| **Review Period:** | 1 yearly |

## 1. Introduction

We want our service users and partner organisations to regularly communicate how they think our service is performing. We want to know when we could be better as well as when we have done a good job. We want all people who approach the Marylebone Project to feel accepted, valued, listened to and treated fairly.

This policy details how complaints, disclosures, compliments and suggestions are dealt with by the organisation.

## 2. What is feedback?

Feedback is anything you want to tell us about the service we provide, whether it is good (compliments), bad (complaints) or a request or idea for change or development (suggestion) or letting us know about something that happened that worried you (disclosures).

*Compliments*
When a member of staff, fellow service user, team or the whole organisation does something well or beyond the call of duty we want to know about it. This encourages individuals and allows us to replicate good practice when it is recognised.

*Complaints*
When a member of staff, fellow service user, team or the whole organisation does not do something well we want to know about it. This helps us to admit mistakes, improve and get better at what we do.

*Suggestions*
If something could work or run better than it does and the solution is clear, we want to know about it.

*Disclosures*
If something happens that is worrying, something usually relating to a safeguarding issue or illegal activity, regards staff, fellow service user or partner organisation, we want to know about it. Using the feedback process is not the only way to tell us, but it is one of the ways.

## 3. What do we do with feedback?

We use feedback to make practical improvements to our service. These improvements can be shared directly with the person giving the feedback, through residents' meetings, floor meetings, in keywork sessions and in management meetings.

We aim to:

- encourage all feedback, in order to help us learn and improve;
- keep people informed of what we are doing with their feedback;
- teach all staff how the feedback process works
- respect the confidentiality of any feedback received;
- record, monitor feedback received and how this is made up of compliments, complaints, suggestions and disclosures and report this into the organisation.

## 4. Who can give feedback?

Anyone can give us feedback, including:

- Service users
- Staff
- Partner organisations and stakeholders

**5. Are there any times when using the feedback process is not appropriate?**

The Marylebone Project has a number of ways for residents, service users and staff to communicate with each other and senior management. The feedback process is therefore NOT appropriate for:

| Example | Alternative ways of dealing with situation |
|---|---|
| Resolution of conflict between residents and service users | Residents and service users are to be encouraged to seek the support and guidance of their Support Worker and/or member of staff |
| Resolution of conflict between staff members | Seek the support of Line Manager |
| Resolution of staff in conflict with Line Manager | Use the Church Army grievance procedure |
| Physical Assault or theft | Contact the Police |
| Experiencing feelings of anxiety, stress or depression | Contact Support Worker, member of staff or Line Manager |

**6. How do we get feedback?**

Any feedback can be given to the Marylebone Project by:

- talking to a member of staff in person;
- using a feedback form;
- writing a letter;
- making a telephone call;
- email

If anyone needs help giving us feedback, any member of our staff will be happy to help.

Written feedback will be accepted from a third party as long as we have the written, explicit consent of the individual raising the feedback.

**7. Can we refuse to deal with any feedback?**

Yes, we can, but only if it is feedback:

- made 3 months or more after the person became aware of the problem;
- made as a re-submission of a complaint that has already been heard by us;
- not about a service provided by the Marylebone Project;
- about a matter for which you are already taking legal action;

We will also not deal with complaints in particular when:

- the person refuses to follow the Feedback and Complaints procedure;
- the person misses two meetings to discuss with a manager

Please note: Refusals to deal with complaints on this basis will always be carefully considered decisions. A full explanation will always be provided.

**8. What happens when feedback is given?**

**Stage One**

Feedback will be received by the Service Assistant, who will then determine if the Feedback is a compliment, complaint, suggestion or disclosure. Depending on the category a slightly different process will happen for each.

| Category | Stage One | Progress to Stage 2 |
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| Compliment | • Letter sent in acknowledgement of receipt within 48 hours<br>• Logged on Feedback Register<br>• Compliment shared with appropriate individual/team/organisation | No stage 2 for compliments |
| Complaint | • Letter sent in acknowledgment of receipt within 48 hours<br>• Investigated if necessary by appropriate staff member<br>• Letter sent with full response within 14 days | Yes. If not happy with the outcome |
| Suggestion | • Letter sent in acknowledgement of receipt within 48 hours<br>• Suggestion shared with appropriate individual/team/organisation<br>• Outcome placed on You Said, We Did board. | Yes. If not happy with the outcome |
| Disclosure | • Disclosure acknowledged within 24 hours in the most appropriate format<br>• Further actions decided on a case by case basis | Yes. If not happy with the outcome |

**9. What if I am not happy with the outcome?**

**Stage Two**

Within 28 days of receiving the full response, the complaint, suggestion or disclosure can be further investigated. This will be dealt with by a member of the Senior Management Team who will contact you within 48 hours of your request and respond in writing within 14 days.

**10. What if I am not happy with the outcome?**

**Stage Three**

If the problem has still not been resolved, within 28 days of receiving our response you may take your complaint, suggestion or disclosure to the final stage of this process (**stage three**). Stage three involves a meeting with the Homeless Projects Manager. This is an opportunity for you to appeal the response received at stage two, and is the final stage of the formal process. If the person with the unresolved issue wishes, they are welcome to bring another person with them for support. Stage three meetings will normally be held at the Project, although alternative arrangements can be made.

**11. What if I am still not happy after the stage three outcome?**

If you are still unhappy with how we have addressed your complaint, you can contact the following **external agencies and individuals**:-

- The Chair of Marylebone Project Board,
  **Church Army**
  Wilson Carlile Centre, 50 Cavendish Street, Sheffield, S3 7RZ
  Tel: 0300 123 2113;
  www.churcharmy.org

- Your local councillor Aicha Less (Labour) at Westminster City Hall, 64 Victoria Street, London SW1E 6QP · 020 7641 5377 (Members' Team) · aless@westminster.gov.uk.

- Your Member of Parliament Rachel Blake (Labour) at House of Commons, Westminster, SW1A 0AA
  Rachel.blake.mp@parliament.uk

- Supporting People Team, Housing Partnerships, City Of Westminster, City Hall, 64 Victoria Street, London, SW1E 6ZY.

- Housing Association Ombudsman at Palladium House, 1-4 Argyle Street, London W1E 1HP.
  Tel: 020 74213800;
  info@housing-ombudsman.org.uk;

These individuals or organisations will investigate your complaint in line with their own procedures and will contact both you and the Marylebone Project with an outcome.

**12. Who will deal with Feedback?**

*The Service Assistant* is responsible for logging, tracking and issuing letters regards feedback. They are not responsible for the investigation of the compiling of information, the take-up of suggestions or dealing with disclosures of information.

*Senior Managers* are responsible for investigation complaints made about staff.

*Staff* may be asked by their manager or team leader to investigate a complaint or consider a suggestion.

*The Homeless Projects Manager* will only be involved in this process at either stage 3 or if the complaint is about a senior manager.

*Service Users* may be asked for their opinion on an improvement as a result of a complaint or suggestion.

## 13. Monitoring and Evaluation

The Project will produce an annual complaints performance and service improvement report for scrutiny and challenge, which will include:

- the annual self-assessment against the Housing Ombudsman Code to ensure the complaint handling policy remains in line with its requirements.
- a qualitative and quantitative analysis of the Project's complaint handling performance. This will also include a summary of the types of complaints the Project has refused to accept
- any findings of non-compliance with the Housing Ombudsman Code
- the service improvements made as a result of the learning from complaints
- any annual report about the Project's performance from the Ombudsman
- any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

These reports will be reported to the Marylebone Project Board and a record of its response made.

The Senior Homeless Manager will be the Member Responsible for Complaints (MRC) and will be responsible for ensuring the Marylebone Project Board receives regular information on complaints that provides insight on the Project's complaint handling performance.

## 14. The Marylebone Process for Dealing with feedback

1. • Feedback received (written, phone call, email, verbal)
   • Dated by staff who received it
2. • Passed to Service Assistant, or collected from feedback box at receptions
   • Service Assistant logs on Feedback Register with unique reference number
3. • Service Assistant determines if it is compliment, complaint, suggestion or disclosure
   • Sends letter acknowledging receipt of feedback within 48 hours
4. • Service Assistant passes feedback to appropriate person
   • Person meets with complainant and has 14 days to compile response
5. • Full response sent within 14 days of receipt
6. • If response is not accepted within 28 days, feedback reaches 2nd stage and is passed to senior manager to investigate further
7. • Further response to be sent within 14 days
8. • If response is not accepted within 28 days FB reaches 3rd stage and is passed to Homeless Projects Manager to convene a meeting
9. • If meeting with Homeless Projects Manager does not close the issue, recommend raising a complaint with an external organisation