



LAST AMENDMENT MADE ON OCTOBER 9, 2020  
TO BE REVIEWED OCTOBER 2021

## FEEDBACK AND COMPLAINTS POLICY

APPROVED BY THE BOARD OF TRUSTEES  
MANCHESTER REFUGEE SUPPORT NETWORK  
129 Princess Road | Moss Side | Manchester | M14 4RB





## Feedback

Manchester Refugee Support Network always appreciates feedback on our services and website so that we can continue to improve and meet the needs of refugees asylum seekers across Greater Manchester.

### **This is what you should do:**

There are a number of ways that you can provide feedback to us:

Email: [info@mrsn.org.uk](mailto:info@mrsn.org.uk)

Leave a voice mail: 0161 868 0777

Contact us via our social media platforms on instagram, facebook or twitter, using the handle @mrsnmanchester

### **How we collect feedback**

In order to continue to improve our services, we seek feedback regarding our services. Following a drop in meeting with one of our staff members, we will provide beneficiaries with a feedback form with the option for anonymous feedback. It is not compulsory to complete it but we do encourage them to do so.

MRSN also collect feedback at the end of training periods they run as part of projects, in order to include alter future training programmes as appropriate. MRSN also gather feedback from volunteers regarding the volunteer experience.

### **This is what Manchester Refugee Support Network will do:**

In regards to an individual reaching out to us to provide feedback, we will get in touch with yourself to acknowledge your feedback unless they have chosen to remain anonymous or asked not to be contacted regarding the feedback. We will document the feedback you have provided and will discuss it at a convenient opportunity with relevant staff members. From this, we will be able to make a plan of what is the best way to respond to the feedback provided.

We will keep a record of feedback and distribute it to the relevant staff member(s) it mentions. During supervision sessions with staff members, the supervisor and staff member will discuss the feedback forms from the last month relevant to that staff member, in order to see how they can improve their work. Paper copies will be stored in locked filing cabinets, and online copies are stored within our website form collecting software.

At our end of year review we will collate all the feedback we have received in order to review our responses. If feedback has led to us making changes to our services or website, we can then review whether there have been any effects resulting of these changes.

### **How this information will be stored:**

Any feedback relating to a specific case requires us to follow our complaints procedure and keep feedback on file in relation to the specific case. Please see complaints procedure below.

If this feedback is a testimonial on the handling of a case, we will remove any case specific details and then ask for written consent to promote this on our website and social media.

For more general and anonymous feedback, we will not keep records of your name and contact details. However, we will keep a record of the date the feedback that was made, what platform we were contacted on regarding feedback, the feedback comment, our initial response, our response following a meeting and effects at our end of year review.

## Complaints

A complaint may be generally defined as an expression of dissatisfaction, however made, about actions taken or a lack of action. The person making the complaint will likely expect redress. Where it is unclear whether a communication is a concern or a complaint, we will try to confirm with the person making the comment whether they would like to treat this as an official complaint. Complaints may relate to a service provided by MRSN, communications made by MRSN, quality standards we uphold. This list is not exhaustive.

Manchester Refugee Support Network aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

### **This is what you should do:**

The complaint should be made either in person, or by telephone, letter or email to the Manager who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Manager the complaint should be addressed to the Chair of trustees (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

### **This is what Manchester Refugee Support Network will do:**

The Manager will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant in writing and within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Manager will agree any necessary further action with the complainant. If the complaint is regarding the Manager, then this process will be followed by the Chair of trustees.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members, which will include at least one vice-chair.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Manager will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact:

Manager

Belay@mrsn.org.uk

**How this information will be stored:**

The full complaint process will be stored on your confidential file which will only be viewed by relevant colleagues who have permission to handle your confidential file.

In addition to this, once the complaint has been resolved, the nature of the complaint (with any confidential information redacted), the process that was taken to resolve it and all colleagues involved will be kept within our complaints file for ten years following the complaint. This information allows us to identify trends, and review and improve our services.