

If you are **still not satisfied with the outcome**, you can appeal to:

- the independent housing ombudsman
- the relevant local authority's independent review panel

Whether it's a thank you, a suggestion or a complaint **we're always here to listen**. Your views will help us improve the way we work.

Please ask a member of staff if you need help to give feedback, or if you need this leaflet translated into another language.



**My
Feedback**

Get in touch



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www.twosaints.org.uk

We want to know what you think about Two Saints - so we can improve services for everyone



TWO SAINTS
REBUILDING LIVES FOR A **BRIGHTER** FUTURE

We want your feedback!

The best way for us to improve is to listen to your feedback.

We want to know what you think so we can make Two Saints the best it can be.

Have our staff done something great?

We think our staff are fantastic, and if you do too we'd love to hear from you. Please let us know **who** they are and **what** they did.

We want to make sure that:

- staff are rewarded when they do something great
- other staff hear about it too



Has something gone wrong?

We need to know if something goes wrong in our services so that we can put things right and learn for the future.

First, please chat to a member of service staff.

If this doesn't work and you want to make a formal complaint, please follow the steps on the next page.

How to make a complaint

1

Speak to the **contracts and performance manager**. Your complaint should be confirmed in **five working days**.

A full response should take no more than **10 working days** after the complaint is confirmed.



If you are not happy with the response, this can be escalated to the regional director.

They will investigate and respond within **20 working days**.

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