



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

My

Feedback



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

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 great, and if you do too
we'd love to hear from you. Please let us know
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



We want your feedback!

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 below.

How to make a complaint...

Stage

1

Speak to the **contracts and performance manager**.

- Your complaint should be confirmed in **5 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...

Stage

2

This can be escalated to the **regional director**.

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

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

- the independent housing ombudsman or
- 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