




# my FEEDBACK



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

# We want your feedback!

The best way for us to continue to improve our service is to listen to feedback. We want to know what you think so we can improve or change the way we work if needed.

## Have our staff exceeded your expectations?

We think our staff are great, and if you do too we'd love to hear from you. Please let us know if you have received excellent support from someone at Two Saints. We want to share examples of good practice with our whole team and ensure that the member of staff concerned receives recognition for their efforts.



# Has something gone wrong?

We need to know if you have experienced any issues with our service so that we can put things right and learn for the future. In the first instance please chat through your issues of concern with a member of the service staff. If they can't resolve the issue and you would like to make a formal complaint please follow the process below.

## How to make a complaint



### Stage 1

Contact the manager of the service.

**You should receive a response within 5 working days.**



### Stage 2

If not resolved contact the relevant director.

**You should receive a response within 5 working days.**



### Stage 3

If not resolved contact the Chief Executive. A member of the senior management team will then review the complaint.

**You should receive a response within 10 working days.**

**If, at this stage, you are still not satisfied with the outcome, you have the right to appeal to either 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 support  
to give us your feedback, or if you  
need this leaflet translated into  
another language.



**TWO  
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Please get in touch:

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**Visit our website:**

**[www.twosaints.org.uk](http://www.twosaints.org.uk)**

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