

If you have problems reading or understanding this leaflet, please speak to a staff member.

Jezeli masz problem ze zrozumieniem treści tej ulotki, prosze skontaktowac sie z pracownikami

Se tiver dificuldades com a leitura ou compreensão deste folheto fale com o seu monitor

Haddii ay dhibi kaa haysato fahamka ama akhriska waraaqdan, min fadlak la hadal qofka ah shaqaalahaaga gaar

خش شده از سوی ما مشد کالی پ گذارید داگر شما در خواندن و یا فاهمیدن آگهی پ دارید، خواهشمندیم که به پای کی از کارکنان ما در میان

About St Mungo's

St Mungo's vision is that everyone has a place to call home and can fulfil their hopes and ambitions.

As a homelessness charity and housing association our clients are at the heart of what we do.

We provide a bed and support to more than 2,500 people a night who are either homeless or at risk, and work to prevent homelessness.

We support men and women through more than 250 projects including emergency, hostel and supportive housing projects, advice services and specialist physical health, mental health, skills and work services.

We work across London and the south of England, as well as managing major homelessness sector partnership projects such as StreetLink and the Combined Homelessness and Information Network (CHAIN).

We influence and campaign nationally to help people to rebuild their lives.

St Mungo's, Fifth Floor, 3 Thomas More Square, London, E1W 1YN

Tel: 020 3856 6068

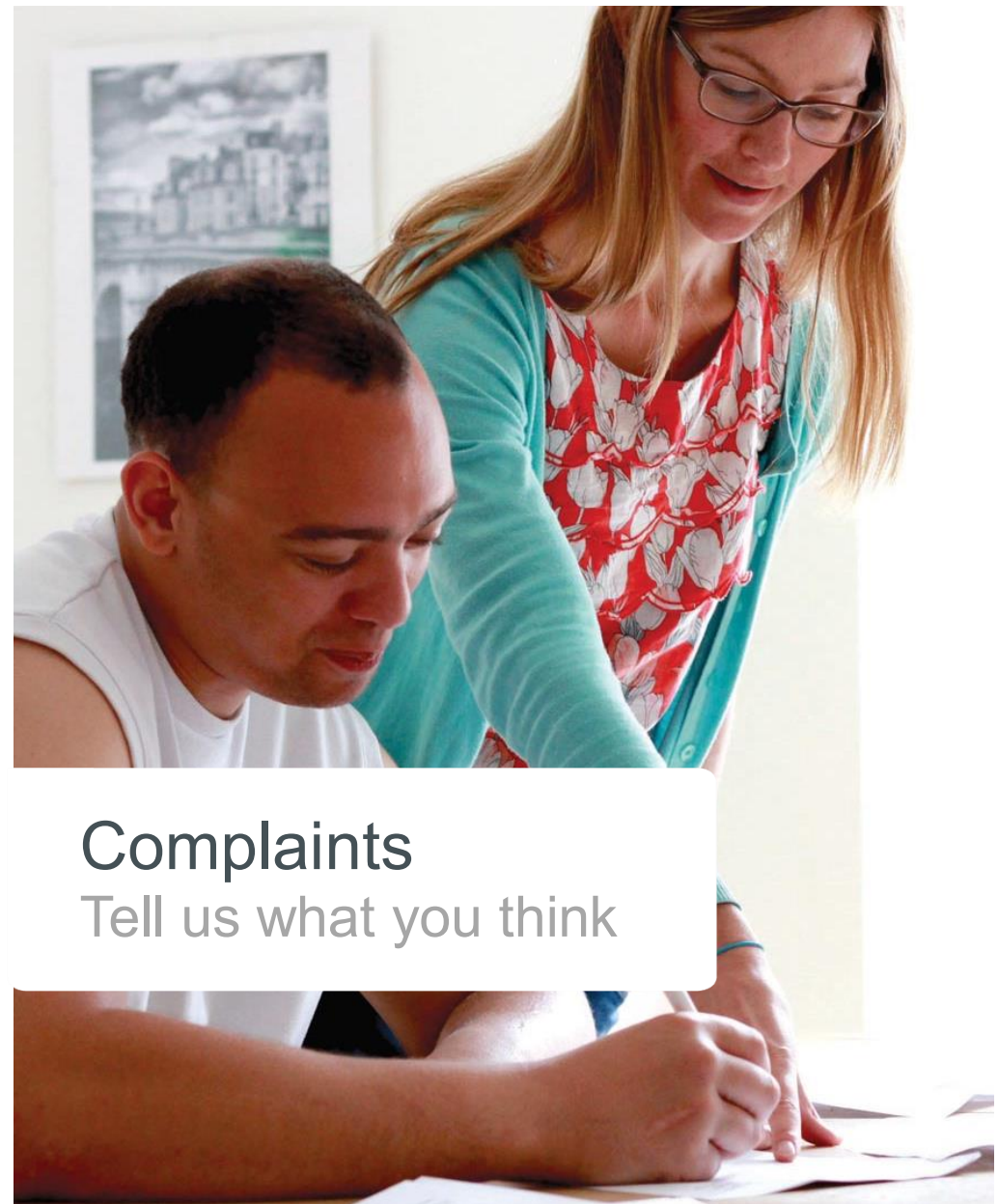
Text: 07736 269 144

Email: complaints@mungos.org

www.mungos.org

Registered Charity No 1149085 • Company No 8225808
(England and Wales) • Housing Association No. LH0279

St Mungo's
Ending homelessness
Rebuilding lives



Complaints
Tell us what you think

St Mungo's
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Complaints at St Mungo's

If you're unhappy with the service you're getting then let us know. Complaints help us to put issues right and improve what we do.

How to complain

Complaints can be resolved quickest by **contacting staff** in your service. To do this, you can:

- Fill in a complaints form and give it to a member of staff or put it in a feedback box.
- Write, phone or speak to a member of staff.

You can complain about something for up to **6 months** after it happened.

Complaints made **anonymously** will still be investigated and action will be taken where needed. However, we cannot respond to complaints made anonymously.



Don't want to talk to staff in your service?

We want to assure you that you will not be treated poorly or get a different service after making a complaint.

If you don't think the Manager of your service should investigate your complaint, then you can contact the **Quality Team** (see back page for contact details).

The Quality Team will deal with your complaint sensitively and can pass your complaint onto someone else to deal with.



How we'll deal with your complaint

Informal Complaints

You may wish to raise minor complaints informally, as staff may be able to respond faster.

If you are not satisfied with the response or do not want to use the informal stage, you can make a formal complaint.

Formal Complaints

A Manager will investigate your complaint and respond in writing within **10 working days**.

Complaint Appeals

If you're not happy with the response you received to your complaint then you can appeal by contacting the Quality Team within **2 months** of receiving a response (see back page for contact details).

Complaint appeals are investigated by a trained Manager and responded to by a Director. You will receive a response within **20 working days**.

If you're still not happy, then you can ask for your complaint to be heard by a Complaints Review Panel – made up of 3 people who are not employed by St Mungo's.



Do you need help complaining?

If you would like help making a complaint then you can:

- Ask a **member of staff** to help write down your complaint and give it to the correct person to deal with.
- Ask someone to **represent** you or **support** you. This could be a friend or family member or someone professional, such as an Advocate or someone from a Citizen's Advice Bureau.