

## For more information

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 pracownikiem

*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*

بگذارید. اگر شما در خواندن و یا فهمیدن آگهی پخش شده از سوی ما مشکلی دارید، خواهشمندیم که با یکی از کارکنان ما در میان

If you need language or translation support with any part of this process, please contact the Manager of your service or [complaints@mungos.org](mailto:complaints@mungos.org)

At any stage of the complaints process you can contact the Housing Ombudsman on the following details:

Housing Ombudsman Service, P O Box 152, Liverpool, L33 7WQ

Telephone: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

For further information see: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## About St Mungo's

**St Mungo's is here to end homelessness.**

We're out every night, making it someone's last night on the streets. We're running hostels and emergency accommodation, giving people the time and space they need to recover. And we're here for the long haul, helping people to learn new skills, find jobs and reconnect.

**St Mungo's, Fifth Floor,  
3 Thomas More Square,  
London E1W 1YW  
Tel: 020 3856 6000**

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

**StMungo's**

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## Complaints

**Tell us what you think**



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# Complaints at St Mungo's

Complaints help us to put issues right and improve what we do.  
If you are unhappy with our service please let us know.

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## How to complain

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

- Speak to a staff member face to face or by phone
- Fill in a complaints form, with the help of staff if needed, and give it to a member of staff or put it in a feedback box.

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

Complaints made **anonymously** will be investigated and action taken where needed. However we may not be able to respond to complaints made anonymously.

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

If you prefer to talk to someone outside of your service you can contact Complaints (see back page for contact details) who will deal with your complaint sensitively.

**You will not be treated poorly or receive a different service after making a complaint.**

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## How we will deal with your complaint

### Service Requests

You may wish to raise minor requests as staff may be able to respond faster.

If you are not satisfied with the action taken you can choose to make a Stage One complaint instead.

### Stage One complaints

A manager will investigate your complaint and acknowledge your complaint within **5 working days**. They will then respond in writing within a further **10 working days**. The investigator will inform you if an extension is required.

### Complaint appeals

If you are not happy with the response you received to your complaint, you can appeal by contacting Complaints within **two months** of receiving a response (see back page for contact details). Complaint appeals are investigated by a trained investigator and responded to by a Director. You will first receive a determination as to whether your complaint is eligible to proceed within **5 working days** and if it will progress, you will receive a response within **20 working days**. **Information will be shared on a need to know basis only**. The investigator will inform you if an extension is required.

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