

FEEDBACK AND COMPLAINTS POLICY

Introduction

At Shekinah, we are committed to creating a welcoming, safe, and empowering environment for everyone who engages with our services. We value all forms of feedback - compliments, comments, and complaints - as essential tools for learning, growth, and continuous improvement.

Anyone who receives a service from Shekinah, or is affected by our work, is encouraged to share their feedback. This can be done personally or through a trusted representative such as a friend, family member, carer, advocate, or professional.

If a concern involves a potential legal issue, it will be referred to the appropriate authorities, including the police where necessary.

Policy Principles

- We welcome feedback to improve and celebrate what we do well.
- We commit to transparency and accountability; complaints will never be hidden or ignored.
- All complaints will be recorded using a Complaints form, which captures key details and ensures a consistent, fair process.
- We aim to resolve concerns at the earliest opportunity, using a restorative approach that prioritises understanding, dignity, and resolution.

Procedure for Compliments and Comments

- Individuals wishing to share a compliment or comment will be offered a Customer Feedback Form.
- The form should clearly indicate the nature of the feedback.
- Completed forms should be submitted to the relevant project manager.
- The manager will assess whether a response is needed and ensure the feedback is acknowledged and shared appropriately.

Procedure for Complaints

There are up to three stages in the complaints process. A complaint may be resolved at any stage.

Stage One – Informal Resolution

- Minor concerns should be addressed immediately and respectfully.
- For other concerns, staff should notify the project or duty manager promptly.
- The manager will speak with the complainant and aim to resolve the issue on the spot.

Stage Two – Formal Complaint

- If the issue remains unresolved, or the complainant prefers, they may submit a formal complaint using a Complaints form.
- Assistance will be offered to complete the form if needed.
- All involved parties, including witnesses, will be asked to provide written accounts.
- The complaint will be acknowledged within **3 working days**, and a full response provided within **15 working days** (or with updates if more time is needed).

Stage Three – Review Panel

- If the complainant is still dissatisfied, they may request a review panel.
- The request will be acknowledged within **3 working days**.
- A panel, including an independent chair and a senior manager not previously involved, will meet within **28 days**.
- The complainant will receive at least **10 days' notice** and may bring a representative for support.
- A report will be submitted to the Chief Executive within **24 hours** of the meeting.
- The Chief Executive will respond within **15 days**, outlining any actions taken or reasons for no further action.

Appeals

After a response is issued, the complainant will be asked to confirm whether they are satisfied within **14 days**. If no response is received, satisfaction will be assumed, but the right to appeal remains.

Appeals should be directed to:

Chief Executive

Shekinah
Stonehouse Creek Community Centre
Kings Road
Plymouth PL1 3SF

If the complainant remains dissatisfied after the appeal, they may be referred to the **Citizens Advice Bureau** for further support.

Independent Advocacy

If a complainant would benefit from independent support, they may be referred to:

PATH (Plymouth Access to Housing)

The Harwell Centre
28–42 Harwell Court
Western Approach
Plymouth PL1 1PY.

The Advocacy People (Plymouth)

207 Outland Road
PL2 3PF.
Email: info@theadvocacypeople.org.uk

Devon Advocacy Consortium

Living Options Devon
Units 3-4 Cranmere Court
Lustleigh Close
Matford Business Park
Exeter
EX2 8PW.
Email: devonadvocacy@livingoptions.org

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Policy Owner: Rosanna Eveleigh

Changes log:

Location	Details of change(s)	Amended by	Date