



# Customer Feedback Policy

## SUMMARY



# What this policy is about



This policy is about how to provide feedback about Turning Point.

We want to hear what you think about our services. Your feedback helps us make Turning Point better.



## You can tell us:

- **Compliments** – when something went well
- **Suggestions** – ideas to help us improve
- **Concerns** – small problems that can be sorted quickly
- **Complaints** – when something has gone wrong and needs looking into

Everyone has the right to give feedback.

Your support from Turning Point – or that of your family member – will not be affected.

# Why your feedback matters

## Your feedback helps us:



- Fix problems
- Learn lessons
- Improve our services
- Say “well done” to staff when things go well
- Make changes that help people in the future

## We will:



- Listen to you
- Take your feedback seriously
- Be open and honest
- Explain what we can and can't do
- Say sorry if we get something wrong
- Keep you updated as we look into your complaint

If your complaint involves **private or sensitive information**, we may need your permission to share it.

## What is NOT covered by this policy?

Some things follow different rules:

- **Housing complaints** – these follow the Housing Ombudsman rules. See our How We Manage Your Housing Complaint guide: [www.turning-point.co.uk/policies-procedures/housing-complaint-handling](http://www.turning-point.co.uk/policies-procedures/housing-complaint-handling)

- If Turning Point is not your landlord, we will help you contact the right person.

## How to give feedback

All feedback is important as it helps us to learn and improve. There are different ways to give feedback:



You can talk to anyone who has supported you or your family member to tell them what you think, or do so in writing.



You can complete a feedback form which you can download from the Turning Point website or ask a staff member for one:

[www.turning-point.co.uk/experience/give-feedback](http://www.turning-point.co.uk/experience/give-feedback)

You can give this to the service you are with or send through to Turning Point's head office.



You can contact our head office:

- Call us on: 0161 238 5230
- By email: [RiskManager@turning-point.co.uk](mailto:RiskManager@turning-point.co.uk).
- By post: Risk Manager, Turning Point, The Exchange, 3 New York Street, Manchester, M1 4HN
- Give your feedback online through our website: [mytp.me/experience](http://mytp.me/experience).

# How your complaint will be handled

Complaints follow a specific process and timeline to make sure they are handled thoroughly and quickly. See our how we manage complaints Easy Read guide: [www.turning-point.co.uk/experience/complaints](http://www.turning-point.co.uk/experience/complaints)

When you make a complaint, this is what you can expect to happen:

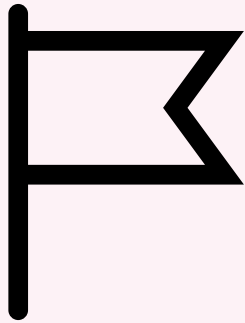
**One day after telling us about your complaint** - we will talk to you to discuss how we can help you with your complaint.

**Three days after telling us about your complaint** - If you tell us you are not happy with how we have tried to help you with your complaint, we will take your complaint further.

**10 days after your complaint** - We will contact you and let you know who will look into your complaint for you.

**One month after telling us about your complaint** - We will update you on a decision about your complaint. If we haven't made a decision yet, we will let you know how long it will take for us to make one.

# If you are not happy with the outcome



You can **appeal**.

An appeal is looked at by people who were not involved in the first investigation.

If you are still unhappy, you can contact an **Ombudsman** (an independent body).

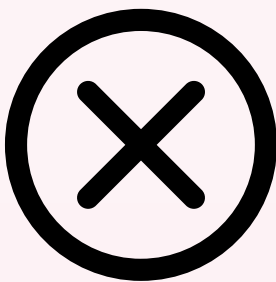
This depends on the type of service you receive (NHS, social care, or housing).

Local Government & Social Care Ombudsman (LGO): [www.lgo.org.uk](http://www.lgo.org.uk)

Parliamentary and Health Service Ombudsman (PHSO):

[www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)

# If we have to stop looking into a complaint



We may stop a complaint if:

- We cannot continue without your help
- You do not respond for 30 days

We will always write to you before stopping it.

# Compliments and suggestions

Compliments and suggestions are reviewed by our services as they are received. We use this feedback to support ongoing learning and improvement. You will hear back within three days to let you know what action has been taken.

## Equality and accessibility

We want everyone to be able to give feedback.

We will:

- Make “reasonable adjustments” (for example easy-read, help writing things down, interpreters)
- Support people with disabilities
- Support people who use different languages
- Offer advocacy (including Independent Mental Capacity Advocates if needed)

We may extend deadlines if your health makes it hard to make a complaint within the timescales of our policy.

## Your rights

- You can give feedback at any time
- You can get help from staff or advocacy services
- You will be listened to and treated with respect
- Your complaint will be taken seriously
- You will be told what happens next.

This is a summary of Turning Point’s full policy called Customer Feedback. You can see the full version of this policy on our website or by asking a Turning Point staff member to share it with you.

**TURNING  
POINT**  
inspired by possibility



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