LAST AMENDMENT MADE ON MARCH 21, 2025
TO BE REVIEWED APRIL 2026

FEEDBACK AND COMPLAINTS POLICY

APPROVED BY THE BOARD OF TRUSTEES

MANCHESTER REFUGEE SUPPORT NETWORK
129 Princess Road | Moss Side | Manchester | M14 4RB

Policy Control Sheet Revisions and Updates		
Edit made by	**Version**	**Date and Brief overview of changes made**
Heather Chiles - AQS Quality Representative	1	Policy compiled and circulated to all staff 23rd October 2020
Heather Chiles - AQS Quality Representative	2	Updated definition of complaint on 27th November 2020
Heather Chiles - AQS Quality Representative	3	Altered a few typos and changed the charity number, as MRSN has changed from a reg charity to a CIO and so the number has changed. 20th September 2022
Heather Chiles	4	Added a section to reflect our specific requirements of our professional indemnity insurance policy 12th June 2023
Board of Trustees	5	Reviewed and approved 27th June 2023
Board of Trustees	6	Policy reviewed and approved by board of trustees on 7th May 2024
Board of Trustees	7	Policy reviewed and approved by board of trustees on 21st March 2025

Feedback

Manchester Refugee Support Network always appreciates feedback on our services and website so that we can continue to improve and meet the needs of refugees and asylum seekers across Greater Manchester.

This is what you should do:

There are a number of ways that you can provide feedback to us:
Email: info@mrsn.org.uk
Leave a voice mail: 0161 868 0777
Contact us via our social media platforms on instagram, facebook or twitter, using the handle @mrsnmanchester

How we collect feedback
In order to continue to improve our services, we seek feedback regarding our services. Following a drop in meeting with one of our staff members, we will provide beneficiaries with a feedback form with the option for anonymous feedback. It is not compulsory to complete it but we do encourage them to do so.

MRSN also collect feedback at the end of training periods they run as part of projects, in order to include alter future training programmes as appropriate. MRSN also gather feedback from volunteers regarding the volunteer experience.

This is what Manchester Refugee Support Network will do:

In regards to an individual reaching out to us to provide feedback, we will get in touch with yourself to acknowledge your feedback unless they have chosen to remain anonymous or asked not to be contacted regarding the feedback. We will document the feedback you have provided and will discuss it at a convenient opportunity with relevant staff members. From this, we will be able to make a plan of what is the best way to respond to the feedback provided.

We will keep a record of feedback and distribute it to the relevant staff member(s) it mentions. During supervision sessions with staff members, the supervisor and staff member will discuss the feedback forms from the last month relevant to that staff member, in order to see how they can improve their work. Paper copies will be stored in locked filing cabinets, and online copies are stored within our website form collecting software.

At our end of year review we will collate all the feedback we have received in order to review our responses. If feedback has led to us making changes to our services or website, we can then review whether there have been any effects resulting of these changes.

How this information will be stored:

Any feedback relating to a specific case requires us to follow our complaints procedure and keep feedback on file in relation to the specific case. Please see complaints procedure below.

If this feedback is a testimonial on the handling of a case, we will remove any case specific details and then ask for written consent to promote this on our website and social media.

For more general and anonymous feedback, we will not keep records of your name and contact details. However, we will keep a record of the date the feedback that was made, what platform we were contacted on regarding feedback, the feedback comment, our initial response, our response following a meeting and effects at our end of year review.

Complaints

A complaint may be generally defined as an expression of dissatisfaction, however made, about actions taken or a lack of action. The person making the complaint will likely expect redress. Where it is unclear whether a communication is a concern or a complaint, we will try to confirm with the person making the comment whether they would like to treat this as an official complaint. Complaints may relate to a service provided by MRSN, communications made by MRSN, quality standards we uphold. This list is not exhaustive.

Manchester Refugee Support Network aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person, or by telephone, letter or email to the Manager who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Manager the complaint should be addressed to the Chair of trustees (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what Manchester Refugee Support Network will do:

The Manager will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant in writing and within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Manager will agree any necessary further action with the complainant. If the complaint is regarding the Manager, then this process will be followed by the Chair of trustees.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members, which will include at least one vice-chair.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Manager will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact:
Manager
Belay@mrsn.org.uk

How this information will be stored:
The full complaint process will be stored on your confidential file which will only be viewed by relevant colleagues who have permission to handle your confidential file.

In addition to this, once the complaint has been resolved, the nature of the complaint (with any confidential information redacted), the process that was taken to resolve it and all colleagues involved will be kept within our complaints file for ten years following the complaint. This information allows us to identify trends, and review and improve our services.

Responsibility to professional indemnity insurance provider

Our insurance policy with Hiscox states we have the responsibilities of “Duty of Fair Presentation”. This means we have a duty to make a fair presentation of the risk and this will continue for the lifetime of the policy. This duty includes any changes that may occur following receipt of a quotation to the time that cover is arranged.

Your duty includes the following:

- The disclosure of all material circumstances of which you are, or ought to be aware.
- That the representations made by you about material facts are substantially correct (and that representations or expectations or beliefs are made in good faith).

A major responsibility introduced as a result of the Insurance Act 2015 is our requirement to inform your insurers if we ever breach a warranty. We should pass information to our insurance provider immediately when we become aware of a breach. This includes those warranties and conditions which are within the policy wording that are general in nature as well as those that have been applied by the insurer which will be detailed within the renewal or quote schedule.

How this affects our complaints policy

When a complaint is brought forward either internally or externally to management committee, they have a duty to investigate the complaint and consider how this complaint may reflect upon MRSN, or the risks to MRSN as a result of this complaint.

This should all be reviewed in mind of the agreements and responsibilities we have to our insurance provider.

If the complaint highlights an issue that may affect our insurance, or result in a claim, the management committee have a responsibility to make that known to our insurance provider.

Failure to raise an issue when necessary could result in our insurance provider not being able to assist MRSN if we later made a claim associated with that issue.

Below is some clarification of terminology in order to better explain the responsibility of the management committee to insurance provider.

“material circumstance” – this is anything which would influence the judgement of a prudent insurer in determining whether to take the risk and, if so, on what terms. There is no specific limitation on what constitutes a material circumstance, but it would typically include any factors pertaining to the risk to be insured including prior claims, your financial history, convictions of key personnel and your business activities. You are not obliged to disclose something that reduces the risk to be insured.

“known or ought to be known” – you are obliged to disclose material circumstances that you actually know but also those that you ought to know. This means that if the information is readily available to you but you fail to disclose it owing to either a lack of enquiry or by “turning a blind eye”, you will have breached your duty to fairly present the risk. Equally, any relevant knowledge we have as your broker must also be presented to insurers. We must therefore make you aware that all information you provide to us must form part of the presentation of the risk, if relevant.

“senior management” – your knowledge, for the purposes of the Act, includes (but is not limited to) that of all senior management. Senior management includes anyone who has a key role in making decisions on behalf of the business, even if they do not sit on the board or if they do not officially have a management role.

“reasonable search” – you are obliged to undertake a reasonable search. In practice you will need to demonstrate that appropriate enquiries were made to establish material circumstances that were known or ought to be known by senior management and others you rely on, such as advisers, consultants and specialists. What is reasonable will depend upon the nature of your business, the policy you are purchasing and who is best placed to provide the relevant information.

“reasonably clear and accessible” – all information must be provided to insurers in a reasonably clear and accessible manner. This means that information must not be provided in an ambiguous way. The rules also prevent policyholders from concealing key facts amongst large volumes of less relevant or immaterial information.

For a more detailed breakdown, please review our insurance provider booklet of information.