

Report to Residents

How we handled complaints from
March 2022 – April 2023

Two key commitments we make at St Mungo's are to listen to, understand and value our residents unique individual experience, as well as ensuring that they have a safe place to live.

We encourage our residents to ask us to put things right in our services and accommodation, as we strive to make sure that where people are living is the best it can be.

When responding to requests or complaints, staff are asked to reflect on the learning from the complaint and record any changes made. We regularly review these ideas and share across the organisation, where relevant, so we can continuously improve.

In 2022 - 2023, we received a total of

891 complaints,

39 of these were **informal complaints** raised with staff directly and managed quickly, and

108 of which were **Service Requests** entailing a minor fault being reported for the first time that could also be remedied quickly.

The remaining **744** went through our formal complaints process.

- Our residents can make a Stage one complaint when they are dissatisfied with an element of St Mungo's service or staff. These complaints are investigated and responded to within 10 working days.
- When we are unable to resolve a complaint to our resident's satisfaction at Stage one, there is also the option to escalate this to a Stage two complaint. This process involves an independent manager who will investigate, deciding on whether any grounds of the complaint have not been properly examined at Stage one and determining if the complaint is eligible for Stage two. Following this, a Director will respond to the complainant within 20 working days. We want to ensure everyone gets a fair response and issues are put right.

Stage one complaints

We received

522

formal complaints, with

259

upheld and

189

partially upheld.

Stage two complaints

Of the

38

appeals received at stage two,

18

were accepted for further investigation,

5

of these were upheld and 8 of these were partially upheld.

Want to get in touch?

Call: 020 3856 6068

Email: complaints@mungos.org

Write: St Mungo's, Fifth Floor, 3 Thomas More Square, London, E1W 1YW

Compliments and suggestions welcome too, we also want to hear the good stuff! If you are one of our residents, please let your project worker or manager know of any good experiences or improvement ideas. Or email info@mungos.org.

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

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