

Feedback Policy

Review Dates	Review Comments	Reviewed by
September 18	First addition	B Harris
April 2021	Reviewed. No changes other than cosmetic	B Harris
June 2023	Reviewed, process updated	Sarah and Heather
October 2025	Reviewed, cosmetic changes and simplified version of the process.	Heather

Pure Insight

Feedback & Complaints: A Quick Guide

Policy Overview

Last Reviewed: October 2025

Next Review: October 2026

Purpose: We are committed to delivering excellent services and value all feedback as an opportunity to learn. We will handle all complaints promptly, fairly, and confidentially, ensuring that everyone is treated with respect.

How to Give Feedback



**Speak to a staff member
or manager**



Email: info@pure-insight.org.uk

Our Promise



**Listen openly and
respectfully**



Learn from feedback



**Respond fairly and
promptly**



Ensure confidentiality

Complaints Process

Stage 1 Informal Discussion

Seek to
resolve it
informally
within 7
working
days



Stage 2 Formal Complaint

Acknowledged
within 5
working days
and respond
within 10
working days



Stage 3 Appeal

A written
outcome will be
provided within
20 working days



Stage 4 Independent Review

The decision
of the Board is
final.

1. Policy Statement

Pure Insight aims to be a learning organisation. We welcome all comments and feedback about the way we work, whether positive or negative so that we can do even better in the future.

We are committed to delivering excellent services and value all feedback as an opportunity to learn. We will handle all complaints promptly, fairly, and confidentially, ensuring that everyone is treated with respect

Our Commitments

We will:

- Listen to all feedback with openness and respect.
- Respond promptly, fairly, and at the appropriate level.
- Learn from complaints and use them to improve our services.
- Ensure confidentiality and comply with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.
- Support anyone involved in or affected by a complaint.

2. Feedback about our service

We recognise that despite our best efforts, we may not always get things right. When issues arise, we aim to:

- Address concerns immediately where possible.
- Apologise and put things right.
- Learn from feedback to prevent recurrence.

We welcome positive, constructive feedback as well as complaints. Compliments about individuals or the team will be shared with those mentioned.

You can tell us what we're doing well or what we can improve by:

- Speaking directly to a staff member or their manager.
- Sending a message via text, WhatsApp, Facebook, or email to **info@pure-insight.org.uk**.

Accessibility

If you need help to provide feedback or make a complaint (for example due to language, disability, literacy, or communication barriers), we will provide reasonable support — such as translation, large print, or help from an advocate.

3. Complaints procedure

This procedure applies to complaints from young people, carers, professionals, and external partners.

Complaints from staff or volunteers are managed under our internal resolution policy/procedures.

Purpose

Our complaints process ensures that we:

- Respond quickly and consistently.
- Offer explanations and solutions where possible.
- Provide opportunities to escalate a complaint.
- Support staff and complainants throughout.
- Record, monitor, and learn from every complaint.

Stage 1 – Informal Discussion

- The complainant should raise their concern as soon as possible with the relevant staff member.
- The staff member will listen, clarify the issue, and seek to resolve it informally within **7 working days**.
- If the issue cannot be resolved informally, the complainant will be advised how to make a formal complaint.

Stage 2 – Formal Complaint

- The complainant should submit their complaint in writing (email, letter, or form) to **info@pure-insight.org.uk**.
- The complaint will be acknowledged within **5 working days**.
- It will normally be investigated by a **Operations Manager** or a **member of the senior leadership team**.
- We aim to respond within **10 working days**. If this is not possible, we will explain why and confirm when a full response can be expected (within an additional 10 working days).
- Where a complaint involves a member of staff, it may be handled under the organisation's disciplinary procedures, following an investigation.

Stage 3 – Appeal

- If the complainant is dissatisfied with the Stage 2 outcome, they can appeal in writing within **20 working days** of receiving the response.
- Appeals should be addressed to the **Business Support Manager** via **HR@pure-insight.org.uk**, stating why they remain unhappy.
- The appeal will be reviewed by the **Chief Executive Officer (CEO)** or their delegate, who was not involved in the original investigation.
- A written outcome will be provided within **20 working days**.

Stage 4 – Independent Review

- If the complainant remains dissatisfied after the internal appeal, they may request an independent review by the **Board of Trustees**.
- Requests should be made in writing to **The Chair of Trustees**, to Galleon House, Newby Rd, Hazel Grove, Stockport, SK7 5DA or by emailing **info@pure-insight.org.uk**.
- The Board (or a delegated panel) will review the process, not re-investigate the complaint.
- The decision of the Board is final.

Recording and Monitoring Complaints

- All complaints will be logged in a central record including key details, actions, and outcomes.
- Records will be retained securely for **seven (7) years** and then destroyed in line with our Data Protection Policy.
- Lessons learned will be used to improve services and shared (in anonymised form) with staff and stakeholders.

4. Appendix – How to Complain

4. How to Complain – Quick Guide

Step 1 – Tell Us

If you're unhappy about any part of our service, please tell us. You can:

- Speak to a staff member or their manager in person or by phone.
- Email **info@pure-insight.org.uk** (for general issues).
- Write to: **Pure Insight, [insert postal address]**.

Step 2 – We Will Respond

We'll discuss your complaint with you to understand what outcome you want.

- We aim to respond within **10 working days**.
- If we need more time, we'll explain why and give an updated timescale.
- You'll receive a written response.

Step 3 – If You're Not Happy

If you're not satisfied, contact the **Business Support Manager** at **info@pure-insight.org.uk** within **20 working days** of receiving your response.

Step 4 – Independent Review

If you still remain dissatisfied, your complaint can be reviewed by the **Board of Trustees**.
You can request this by emailing **info@pure-insight.org.uk** or writing to **The Chair of Trustees**.

5. Confidentiality and Data Protection

- Your complaint will be handled confidentially. Only people directly involved in resolving it will be informed.
- Information will be shared externally only if required by law (e.g. safeguarding, misconduct, or criminal concerns).
- Complaint records will be kept securely for **seven (7) years** in line with **UK GDPR** and the **Data Protection Act 2018**.
- We use anonymised complaint data to improve services and identify trends.

6. Learning from Complaints

We are committed to learning from every complaint. We review all feedback regularly to:

- Identify recurring issues or service gaps.
- Improve staff training and policies.
- Share learning with staff and trustees.
- Ensure our services continue to meet the needs of young people and partners.

Contact Details

Pure Insight

Galleon House,
Newby Rd, Hazel Grove,
Stockport
SK7 5DA

Email: info@pure-insight.org.uk

HR@pure-insight.org.uk

Website: www.pure-insight.org.uk

Phone: 0161 804 4410