# Feedback Policy

One of the Jack Petchey Foundation’s central values is that we strive for excellence in all that we do. Sir Jack Petchey always valued feedback as a crucial mechanism for improving services. Those of us who worked with Sir Jack will recall that he regularly asked “How can we do better?”. JPF welcomes and values feedback as it enables us to listen, learn, and to improve what we do and how we do it.

## 1. Who this policy is for

This policy applies to individuals (members of the public) and organisations that want to comment on, compliment or complain about any aspect of our work. This includes our grant programmes, events, communications, level of service or the conduct of employees, volunteers or freelancers working with or representing the Jack Petchey Foundation.

This policy **DOES NOT APPLY** to Jack Petchey Foundation employees, volunteers, freelancers and trustees. In the event that they wish to provide feedback, they should refer to the relevant internal Jack Petchey Foundation policies and processes (including the JPF Grievance, Whistleblowing or Safeguarding & Child Protection policies, as appropriate.)

## 2. What is a compliment, comment or complaint?

The Jack Petchey Foundation values compliments, comments and suggestions so that we can improve what we do. If you think we have done particularly well, we would love to hear from you. Similarly, if you have a complaint, concern or you are dissatisfied with any aspect of our activities or work, we also want to hear from you so that we can respond to your feedback, learn from it, make improvements and prevent it from happening again.

## 3. Policy principles

JPF seeks to ensure that:

* providing compliments, comments or complaints is as easy as possible
* respond and treat feedback seriously
* we learn from comments and use your feedback to improve
* we respond to you in the right way: for example with an apology where things have gone wrong; a gracious thank you when you have complimented us; or with an explanation or further information as appropriate.
* we always try to respond positively and effectively to complaints and to put right any shortcomings that are within our control, so that any complaint is resolved satisfactorily.

## 4. How to submit feedback to us

Feedback can be given to us using our online form <https://www.jackpetcheyfoundation.org.uk/feedback-form/>

In relation to any feedback please include information about:

* what went well or what went wrong
* when and where it happened
* who was involved
* how you think we should respond to your feedback

## 5. Response to your feedback

The way in which we respond to your feedback will vary according to its nature – for example, a compliment might not need a full written response. If you make a complaint, we will send you an acknowledgement within ten working days, providing the name of the person who will be responding. That person may contact you for further information.

All complaints will be treated with an appropriate degree of confidentiality, and information will only be shared with staff as necessary to assist in understanding what has happened and in order to respond.

We will reply to your complaint as soon as we are able to, and our aim is to gather any further information that is needed and to respond within 15 working days of telling you who is dealing with your feedback. Where this is not possible, we will let you know when you will receive a full response.

## 6. If you wish to take the matter further

If, after you have received this response, you still think that the matter has not been resolved, you should contact the Chief Executive Officer. Your comments will be acknowledged by the CEO within ten working days. The CEO will consider your feedback and aim to respond within 15 working days. If it is not possible to respond within this timescale, we will let you know.

If you are still not happy, your complaint may be passed to a Trustee to look at this issue further. You will be informed in writing within ten working days of which Trustee that is, and when they will respond to you. You will receive a response, in writing, giving you the findings and recommendations in answer to your comments and we will aim to provide you with this within a further 20 working days.

This is the final stage of our response.

# Draft Feedback Form for the Website

The Jack Petchey Foundation welcomes and values all feedback as this enables us to listen, learn, and to improve what we do and how we do it. Please complete all sections of the form below to submit your feedback. Please note that this form is not to be used for safeguarding concerns.

(Any safeguarding concerns should be reported immediately to the Jack Petchey Foundation by sending an e-mail to [mail@jackpetcheyfoundation.org.uk](mailto:mail@jackpetcheyfoundation.org.uk) or by calling 020 8252 8000 and asking to speak to the Head of Operations, Director of Partnership & Programmes or the Chief Executive Officer. Please see our [safeguarding policy](file:///J:\Policies%20and%20Procedures%20-%20Finance,%20HR,%20General\General%20Policies%20and%20Procedures\G90%20Safeguarding%20and%20Child%20Protection%20at%20Jack%20Petchey%20Foundation.docx) for further information).

We strive for excellence in everything that we do, and we hope that you have experienced service of a high standard, but we realise that sometimes we get things wrong and that not everyone will agree with what we do or how we do it.

Name:

Email:

Contact Telephone No:

What does your feedback concern? (Drop down menu)

* Grants or Programmes
* Events
* Communications/PR
* Staff member
* General

Is your feedback a (Drop down menu)

* Compliment
* Comment
* Complaint

Please include as much detail as possible in your feedback (Comments box)

* what went well or what went wrong
* when and where it happened
* who was involved
* what you are looking for from your feedback

Submit your feedback (button to submit information)

Feedback submitted, thank you (message following submission of the form)

Thank you so much for taking the time to share your feedback with us! It will be forwarded to the relevant JPF senior manager. If your feedback requires a response, we will be in touch in line with our feedback policy <https://www.jackpetcheyfoundation.org.uk/feedback-form/>