



MANNA HOUSE

Housing Advice, Advocacy and Support

Castle Lodge, Aynam Road, Kendal, Cumbria, LA7 7DE

Tel: 01539 725534

Email: info@manna-house.org.uk

Web site: www.manna-house.org.uk

Manna House (Cumbria): Registered Charity No. 1147785

Company Limited by Guarantee 8041498

Complaints and Grievances Policy

Manna House supports the right of individuals to have influence over the service the charity seeks to provide.

1. Manna House welcomes feedback, complimentary or critical, from those involved in activities.
2. If you have a comment to make, please approach a volunteer or staff member, who will record what you have to say.
3. Any action thought necessary, will be explored with you at the time.
4. The Chief Officer will assess all complaints and grievances. If the situation is unresolved, the matter may be passed to the Trustees for a final decision.
5. You will be kept up-to-date with all responses and actions taken .
6. All records will be stored securely.
7. The Manna House staff hold a **CLIENTS' FORUM** periodically where you are very welcome to discuss any thoughts you may have about any development of the service offered.