

Feedback matters

We're here to listen to all our staff

Here are all the ways to feed back

Day to day ways to give feedback

Line manager

Share your feedback with your line manager during catch ups, supervisions and appraisals.



Senior managers

Share feedback with a more senior manager at department/directorate meetings, when they check in on you, or by email.



Chief Executive

Submit questions for the CE briefings, or using the CEO drop-ins.



Safeguarding and incident management

Raise concerns to our safeguarding team or raise an incident in our incident management system.



Staff surveys

Participate in anonymous staff surveys.



Staff network groups

Feedback through the Women's group, the Trans and Non-binary group, the Racial Diversity group, or the Disability group.



Formal feedback

Raising a grievance

The Grievance policy and procedure sets out how staff can raise a concern formally with the organisation.



Facilitated conversation

A conversation designed to bring both parties together at an early stage as an opportunity to discuss issues constructively to reach a solution.



Mediation

An independent, impartial third party facilitates a discussion with you and your manager or colleague to find a solution.



Compliments

A way for compliments to be shared with us from external stakeholders.



Whistleblowing

If you are aware of unethical behaviour or forms of malpractice you are encouraged to report them internally. Another option is to report safely and securely to AAB People:

- By completing an online web report via the AAB People website www.fileaconcern.org/terrencehigginstrust
- Call 0800 026 0477

Contact a trusted colleague or manager if you need help or advice using these channels.



Employee assistance

The employee assistance line is available to use as needed. It provides you with support and practical advice on issues that might be impacting your wellbeing. It is completely confidential.

Call **0117 934 2121** and quote reference TT8/6702660.