FEEDBACK POLICY

Protecting your experiences

"Experience is the name everyone
gives to their mistakes"

-Oscar Wilde, Playwright

Contents

Purpose

House of Damnation CIC values all feedback as a vital driver of organisational learning, inclusion, and accountability. Feedback helps us celebrate success, address challenges, and continually evolve our practices in line with recognised standards of good governance and ethical engagement: including the Charity Excellence Framework (Domains 3: People & Culture, and 5: Impact & Learning), the Good Business Charter (Principle 10: Responsibility), and the Fundraising Regulator's Code of Practice (Section 1.2: Transparency and Accountability).

This policy sets out a clear, accessible, and safe process for raising concerns, sharing experiences, or offering praise. It ensures every voice is heard respectfully and acted upon appropriately, supporting a culture of transparency, trust, and continuous improvement. Our approach aligns with recognised sector standards for accountability and transparency, such as those promoted by the Charity Commission and the CIC Regulator, and by ISO 9001 principles of continuous improvement, recognising that effective feedback mechanisms are essential for maintaining quality, ethics, and public confidence.

Feedback may include, but is not limited to:

- Concerns about a performance, workshop, or event experience.
- Suggestions for improving accessibility, inclusion, or community engagement.
- Positive recognition of performers, staff, or overall experiences.
- Issues with venues, partners, or communication.

All feedback contributes to our Organisational Learning Log, where insights and outcomes are recorded, reviewed, and used to inform future decisions. Positive feedback is shared with those involved to recognise contributions, strengthen morale, and reinforce our organisational values.

Feedback outcomes are reviewed through our regular assurance cycle (see Monitoring and Review), contributing to our assurance and risk management frameworks. Summarised

themes and "You Said, We Did" outcomes are published annually to promote transparency and public trust.

Scope

This policy applies to feedback or concerns raised by the following stakeholders:

- Members of the public and audiences.
- Performers, volunteers, staff, and contractors.
- Sponsors, partners, and collaborators.
- Any other individuals or organisations who interact with House of Damnation CIC in the course of our work.

These groups reflect everyone who contributes to or is affected by our activities, ensuring that opportunities to provide feedback are equitable and representative of our diverse community.

Feedback data is categorised by stakeholder group within the Organisational Learning Log to support fair analysis of trends, representation, and outcomes. The Managing Director oversees inclusivity across all feedback routes to ensure equitable access and transparency.

A broad scope of feedback helps us identify and mitigate organisational risks (including accessibility barriers, reputational concerns, and partnership issues) while promoting a culture of openness and accountability consistent with sector standards for community engagement and transparency, such as those set by the CIC Regulator and the Fundraising Regulator's Code of Practice. This policy does not cover general enquiries or incident reporting, which are managed through separate procedures.

Accessibility

We are committed to ensuring the feedback process is accessible to everyone. This reflects our duties under the Equality Act 2010 and aligns with recognised good practice such as the NHS Accessible Information Standard and the expectations of the CIC Regulator.

If you face barriers to providing feedback, we offer the following accommodations:

- Feedback can be submitted in alternative formats upon request, with responses also provided in your preferred format.
- We are happy to arrange in-person or virtual support to help you share your experience.
- For individuals with disabilities, communication barriers, or long-term health conditions, please contact us to discuss any specific support needs. This may include, where feasible, interpreting or translation support, or ensuring digital feedback routes are compatible with common assistive technologies.

The Communications Director is responsible for ensuring that all feedback routes remain accessible and for addressing any barriers identified. Requests for accessible formats or support are tracked and reviewed annually to identify improvements.

Failure to ensure accessibility presents risks to equality, trust, and reputation. Any identified barriers or systemic issues are logged in the organisational risk register and addressed through the governance review cycle.

You can also request assistance or provide feedback through any of our available routes listed in appendix 2.

Definitions

To ensure consistency and clarity in how we handle and analyse feedback, we categorise submissions into three main types. This approach aligns with recognised best practice in feedback management, including the Fundraising Regulator's Code of Practice (1.2: Transparency and Accountability).

- **Complaints:** Concerns or issues that require action or investigation (e.g. accessibility barriers at an event or communication delays).

- **Suggestions:** Ideas for improvement or new initiatives (e.g. potential themes, venues, or accessibility adjustments).

- **Compliments:** Positive recognition of our services, team members, or events (e.g. appreciation for a performer's engagement or event atmosphere).

Each category helps us direct your feedback to the right people quickly and effectively. All feedback is logged within our Organisational Learning Log under these categories, enabling measurable analysis of trends and outcomes.

The Communications Director oversees categorisation to ensure consistency and accuracy across all records. Where feedback raises safeguarding, compliance, or legal concerns, it is immediately escalated under the relevant policy to ensure timely and appropriate action.

Principles

Our approach to feedback is guided by our core values: Diligence, Authenticity, Magnanimity and Neutrality - we give a "DAMN." These values underpin every interaction and ensure feedback is handled with care, respect, and accountability. They also complement the Nolan Principles of Public Life and sector expectations of ethical conduct for community interest companies.

- **Diligence:** We attentively address feedback, ensuring concerns are thoroughly investigated and resolved with care.
- **Authenticity:** We value open and honest communication, treating every piece of feedback with integrity.
- **Magnanimity:** We approach feedback with courage and humility, using it as an opportunity to learn and grow.
- **Neutrality:** We handle all feedback impartially, ensuring fairness and objectivity throughout the process. Where a conflict of interest exists, a different team member will handle the review to maintain impartiality.

These principles are reflected in how we monitor feedback, respond to concerns, and evaluate learning through our Organisational Learning Log and annual review process. Embedding them reduces organisational risks related to bias, mishandling of information, or inconsistent responses.

All feedback received will be dealt with in the strictest confidence and in line with our Privacy Policy, Information Commissioner's Office best practice guidance, and the UK General Data Protection Regulation (GDPR).

Any feedback that raises a safeguarding concern will be managed under our Safeguarding Policy and reported through the appropriate channels.

All staff, volunteers, and board members are responsible for upholding these principles, with the Managing Director ensuring they are embedded across all feedback processes.

Accountability and Responsibilities

Effective feedback management depends on shared responsibility between our community, team, and leadership. The following outlines who is responsible for what, and how accountability is maintained across the organisation.

Guests and Community Members

- Have the right to share honest, respectful feedback at any time, including anonymously (unless contact is essential for follow-up). If feedback is submitted anonymously, we will review and act upon it where possible, but some follow-up steps may be limited.
- Can expect their feedback to be acknowledged within the stated timeframe and handled fairly, confidentially, and without bias.
- May request further explanation or escalation if they are unsatisfied with how their feedback has been managed.
- Are encouraged to include as much relevant detail as possible to support a fair and thorough review.

All Staff, Volunteers, and Performers

- Must welcome and respond to feedback respectfully, recognising it as an opportunity for learning and improvement.
- Are expected to signpost anyone providing feedback to the official feedback channels, ensuring the process remains consistent and traceable.
- Must maintain confidentiality, neutrality, and professionalism at all times.
- Are expected to report any safeguarding or compliance concerns that arise from feedback through the appropriate policy.
- Must not engage in any retaliatory or defensive behaviour following the receipt of feedback.

- All staff and volunteers receive annual refresher training on inclusive feedback handling and restorative communication.

Communications Director (Designated DPO)

- Maintains and monitors all feedback routes, ensuring accessibility, security, and GDPR compliance.
- Categorises feedback accurately and ensures all submissions are logged in the Organisational Learning Log.
- Provides quarterly reports to the Managing Director summarising feedback themes, learning outcomes, and any risks identified.
- Escalates safeguarding, data protection, or compliance concerns immediately under the relevant policy.
- Ensures that communication about feedback outcomes is timely, clear, and accessible to all parties.
- House of Damnation CIC seeks independent data protection advice when required to maintain objectivity.

Managing Director

- Holds strategic accountability for the overall effectiveness and fairness of the feedback process.
- Reviews quarterly reports from the Communications Director and ensures that actions and learning are implemented.
- Ensures corrective action is taken where feedback identifies risks or non-compliance.
- Oversees how feedback informs organisational development and continuous improvement.

- Reports annually to the Board with a summary of feedback trends, assurance findings, and improvement actions.

Board of Directors

- Provides independent oversight of the feedback process as part of House of Damnation's wider assurance framework.
- Reviews the annual "You Said, We Did" summary to ensure transparency, impact, and accountability.
- Confirms that learning from feedback is considered in strategic planning and risk management.
- Holds the Managing Director accountable for ensuring the feedback process remains ethical, effective, and inclusive.

Respect and Restorative Practice

House of Damnation CIC is committed to maintaining a respectful, safe, and inclusive environment for everyone. We recognise that feedback can sometimes arise from frustration, distress, or misunderstanding, and we approach all communication with empathy and a restorative mindset.

We will always seek to understand and de-escalate concerns through open dialogue. However, where behaviour becomes persistently abusive, threatening, or discriminatory and cannot be resolved through restorative approaches, we may take proportionate steps to protect our staff, volunteers, and performers, including limiting further communication if necessary.

Feedback Process

This process ensures that feedback is handled fairly, transparently, and with care, enabling timely resolution, continuous learning, and public trust.

Stage 1: Acknowledgement (within 1 working day)

- All feedback will be acknowledged within one working day of receipt.
- The Communications Director (or delegated team member) will confirm receipt, clarify the nature of the feedback, and explain the next steps.

Stage 2: Initial Response (within 5 working days)

- Within five working days, we will outline how your feedback will be reviewed, including who will be responsible and what information may be needed.
- If immediate action is required, it will be taken at this stage.

Stage 3: Review and Investigation (normally concluded within 20 working days from the date of acknowledgement.)

- Feedback requiring review or investigation will be examined by an appropriate team member or manager.
- Where third parties (venues, partners, or performers) are involved, they may be contacted for input. Only information necessary to review the feedback will be shared.
- Regular updates will be provided, especially if more time is required due to complexity. If a case is complex, we will agree a revised timescale with you and provide weekly updates until resolution.

Stage 4: Resolution and Learning

- Once the review is complete, a written response will outline the outcome, any actions taken, and how the learning has been recorded in the Organisational Learning Log.
- Feedback themes and outcomes are reviewed quarterly to identify trends, good practice, and risks requiring further action.

Stage 5: Escalation and External Referral

- If you are not satisfied with the outcome, you may request an internal review by the Managing Director within ten working days of receiving your resolution.
- If concerns remain unresolved, you may refer your feedback to an appropriate external body such as the Fundraising Regulator, the Information Commissioner's Office, or Companies House.
- Themes or risks identified through feedback are recorded within the risk register and reviewed as part of the governance assurance cycle.

Monitoring and Review

Monitoring and review are essential to ensuring that feedback drives real improvement and remains part of our organisational learning culture.

We measure our performance against the following service standards:

– 95% of feedback acknowledged within 1 working day;

– 90% of investigations concluded within 20 working days;

– 100% of safeguarding or compliance concerns escalated within 1 working day.

Progress against these standards is reviewed quarterly and included in Board assurance reports. Every two years, this feedback process will undergo an external peer review to benchmark best practice.

Ongoing Monitoring

- All feedback is logged within the Organisational Learning Log and reviewed regularly to identify trends, risks, and opportunities for improvement.
- Lessons learned are used to update policies, procedures, and training materials where appropriate.
- The Communications Director maintains oversight of the log and provides quarterly summaries to the Managing Director.

Data Protection and Anonymisation

- All feedback is handled with care, sensitivity, and confidentiality.
- Personal or identifiable information is anonymised before being recorded or shared, in line with the Privacy Policy, Information Commissioner's Office guidance, and the UK GDPR.
- Aggregated data only is used for analysis and reporting.
- All feedback records are stored securely and retained in line with our Data Retention Schedule (See Information Policy).

Reporting and Learning

- Quarterly reports summarising themes, risks, and improvement actions are reviewed by the Managing Director and presented to the Board as part of the organisational assurance cycle.
- An anonymised "You Said, We Did" summary will be included in the annual report and published on our website, alongside data on feedback volumes, trends, and outcomes. We will also maintain a public feedback dashboard summarising volumes, response timeliness, and key 'You Said, We Did' outcomes.
- Insights from feedback inform House of Damnation CIC's continuous improvement, equality, and risk management frameworks.

Policy Review

- This Feedback Policy is reviewed annually by the Board to ensure it remains effective, relevant, and aligned with House of Damnation CIC's values and objectives.
- Any significant changes to the policy or feedback process will be communicated publicly and updated online.

See also: Safeguarding Policy, Privacy Policy, Accessibility Policy, and Incident Reporting Procedure.

Appendix 1 – Frequently Asked Questions (FAQs)

- **What if I don't get a response in the expected timeframe?**

  If you haven't received a response within the specified time, please reach out to us again via email or post.

- **What happens if I provide incomplete feedback?**

  We may contact you for additional details to ensure a thorough review.

- **Can I provide feedback anonymously?**

  Yes, you can. However, please note that we may be unable to follow up or investigate certain issues without contact details.

- **What happens after I submit feedback?**

  Your Feedback will be logged, acknowledged, and reviewed by our team. You'll receive a response outlining the resolution or steps being taken.

- **Will my feedback impact my future attendance / participation?**

  Not at all! We're grateful for you giving us an opportunity to improve, and hope you would find evidence of the impact of your feedback on your next visit.

- **Will I be informed of long-term changes based on feedback?**

  Where appropriate, and with your permission, we may update you on any long-term actions inspired by your feedback.

Appendix 2 – Contact Us

You can share feedback with us by:

- Completing our Online Feedback Form. This is the quickest way to share feedback with us, and can be accessed at any time, including during our events. Alternatively, you can also scan the QR code below to access the form:

- Contacting us via direct message on social media:

Houseofdamnation		@Hod_Drag	
@HoD_Drag		House of Damnation	
HoD-Drag.Bsky.Social		hello@houseofdamnation.co.uk	
HoD_Drag		www.houseofdamnation.co.uk	
House-of-damnation			

- Writing to us at the address below:

    House of Damnation CIC

    Old Bakery Studios, Blewett's Wharf

    Malpas Road

    Truro

    TR1 1QH

- The following are available for escalation or regulatory concerns:
  - **Fundraising Regulator**

    For concerns about our fundraising activities or our compliance with the Fundraising Code of Practice

    2nd Floor, CAN Mezzanine, 49-51 East Road, London N1 6AH

    Enquiries@fundraisingregulator.org.uk

    www.fundraisingregulator.org.uk

  - **Information Commissioner's Office**

    For concerns about how we handles personal data or privacy

    Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

    Casework@ico.org.uk

    0303 123 1113

    www.ico.org.uk

  - **Companies House**

    For matters relating to our company registration or compliance as a Community Interest Company

    Crown Way, Cardiff CF14 3UZ

    0303 1234 500

    www.gov.uk/government/organisations/companies-house

Appendix 3 – Version Control

Version	Date	Author	Approver	Summary of Changes	Next Review
1.0	Dec 2024	Managing Director	HoD Board	Document Created	Dec 2025