

Maulds Meaburn Village Institute – Complaint Policy & Procedure

Introduction

Complaints Policy & Procedure

Why Have a Complaints Policy and Procedure?

The Charity Commission report 'Cause for Complaint' states: 'an effective complaints management system is a proven way of maintaining and building relationships with the people on whom the charity depends.'

Handling complaints well:

- Demonstrates your commitment to your clients and other stakeholders
- Demonstrates your commitment to providing the best possible service
- Helps you to find out about things that have gone wrong so you can fix them
- Helps you to prevent things going wrong again in future

Complaints Policy of Maulds Meaburn Village Institute

Maulds Meaburn Village Institute (MMVI) Committee of Management views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our Policy

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

- To make sure everyone at MMVI knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of MMVI

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in MMVI.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with MMVI Management Committee.

Review

This policy is reviewed regularly and updated as required.

Adopted on:.....[date]

Last reviewed:.....[date]

Complaints Procedure of Maulds Meaburn Village Institute

Publicised Contact Details for Complaints

Written complaints may be sent to MMVI, Maulds Meaburn, Penrith CA10 3HN or by e-mail at mmvichair@gmail.com

Verbal complaints may be made by phone or in person to any member of the MMVI Management Committee.

Receiving Complaints

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

Write down the facts of the complaint

- **Take the complainant's name, address and telephone number**
 - **Note down the relationship of the complainant to Maulds Meaburn Village Institute**
 - **Tell the complainant that we have a complaints procedure**
 - **Tell the complainant what will happen next and how long it will take**
 - **Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.**
- For further guidelines about handling verbal complaints, see Appendix 1

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about.

If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Chair of MMVI within 7 days.

On receiving the complaint, the Chair should make note of the date and time of receiving it in the next available committee meetings minutes. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 7 days.

The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be

sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Committee level. At this stage, the complaint will be passed to the Chair of the committee.

The request for Committee level review should be acknowledged within 7 days of receiving it.

The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Committee decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their

website at: www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The Committee of Management may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends