



Compliments, comments & complaints procedure

Owner: Director of People
& Organisational Resource
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Purpose

The purpose of this policy is to provide a clear and accessible process for handling feedback from our clients, staff, volunteers, and stakeholders. Whether it's a complaint, compliment, or comment, we value your input as it helps us to continuously improve our services and recognise areas of success. This policy outlines how we manage and respond to all forms of feedback, ensuring transparency, accountability, and continuous improvement.

Introduction

Mind Havering, Barking & Dagenham (MindHBD) is committed to providing the highest standards of service to our community. We understand that feedback is crucial to maintaining and enhancing these standards. This policy sets out how we will receive, handle, and respond to complaints, compliments, and comments, with the aim of fostering an environment of openness and constructive dialogue.

Compliments

We greatly appreciate and encourage compliments as they help us recognise and celebrate what we are doing well. Compliments also boost morale and motivate our staff and volunteers. If you have had a positive experience with our charity, we would love to hear about it. Compliments can be submitted through the same channels as complaints, and they will be shared with the relevant team or individual.

Comments

Comments, suggestions, and general feedback are invaluable to us as they offer insight into how we can better serve our community. Whether you have ideas for new initiatives, suggestions for improvement, or general observations, we welcome your input. Comments can be submitted at any time and will be reviewed by our team to inform our ongoing development and decision-making processes.

Complaints

We take all complaints seriously and aim to address them promptly and fairly. Our complaints process is designed to ensure that any issues are resolved to the satisfaction of all parties involved, and that we learn from any mistakes to improve our services.

What is a complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group. You may wish to complain if you are not satisfied with the way you have been treated or by the service you have received from MindHBD.

Principles of MindHBD's complaints procedure

- MindHBD recognises that complaints are an important part of feedback.

- All complaints will be investigated fully and fairly.
- Complaints will be dealt with in confidence. The only exception to this is when others could be put at risk by matters referred to in the complaint.
- If the complainant is not happy with the response to the complaint, they will have the right to appeal

MindHBD is committed to ensuring that its services are of the highest quality. The complaints procedure enables MindHBD to respond clearly and properly to complaints and to know when and why people are not satisfied with its services, so that it can improve them.

Complaints about MindHBD

If your complaint is about MindHBD, including staff or volunteers, then there are three stages that you can go through to try and resolve the problem. You may wish to involve an advocate, friend or someone else to support you at any stage. If you need a sign language or community language interpreter, please let the person dealing with the complaint know and every reasonable effort will be made to provide it.

The Three stages are:

Stage One (Informal)

Speak to the individual(s) concerned or their line manager and try to resolve the complaint informally. The individual concerned is required to tell you their name and who their line manager is if you ask them.

Stage Two (Formally registering a complaint)

If you are not satisfied with the response you have received at stage one (informal) you should then use stage two of this procedure.

1. Outline the details of your complaint by letter, email, or audio format and send it to the Chief Executive (CEO), MindHBD, Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex RM11 1JU or feedback@haveringmind.org.uk.

If your complaint is about the CEO then you need to address it to the Chair of Havering Mind (marked private and confidential) who is ultimately responsible as a trustee of the organisation.

Every effort will be made to acknowledge your complaint by letter within seven working days from the date it is received. The letter will contain the following information:

- Name of the person who will investigate the complaint (usually a senior manager) and how they can be contacted
 - The date the investigation will start.
 - What support you can receive during the process of the complaint, e.g. in terms of making information accessible, using interpreters etc.
2. You will receive a full response to your complaint within twenty-one working days from the start of the investigation, in writing, from the person appointed to investigate the complaint. The response will include the following information:
 - Details of the investigation.
 - A decision about whether the complaint was upheld or not.
 - The reason for the decision.
 - The redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing you

to other sources of advice or support.

- Any other action that may be taken in light of the complaint.
- If it is not possible to provide a full answer to your complaint within twenty-one working days, the letter will outline reasons why and give a date by which a full answer may be expected

Stage Three (Appeal)

1. If you are not satisfied with the response to your complaint then you should outline the reasons for your dissatisfaction by letter, email, or audio format within seven working days of receiving it to the CEO (or the Chair of MindHBD if it is about the CEO).
2. An Appeals Panel normally of three members, including a trustee, will be convened to consider your appeal. The CEO (or the Chair if it is about the CEO) will be responsible for ensuring the panel is appropriately representative. Panel membership will be restricted to people who have had no previous involvement in the complaint.
3. Members of the Appeals Panel will:
 - Read through the necessary papers.
 - Speak to the relevant individuals involved with the complaint.
 - Make a final decision.
4. The chair of the Appeals Panel will write to you within twenty-eight working days receiving your appeal, to confirm:
 - The final decision about the complaint.
 - The reason for the decision.
 - The redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing you to other sources of advice or support.
 - Any action that may be taken in light of the complaint.

Time limits

In circumstances where time limits cannot be met due to unforeseen circumstances, complainants will be notified in writing. The reasons for the delay together with adjusted timescales, will be supplied by the person responsible for handling the complaint.

Charity Commission

If you are dissatisfied with MindHBD's complaints process, you can contact the Charity Commission, who will be able to advise on whether they may be able to assist (http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx)