



# Mind Havering, Barking and Dagenham

## Compliments & complaints procedure

Owner: Director of People  
& Organisational Resource  
Review date: August 2027

### Purpose

The purpose of this procedure is to provide a clear and accessible process for receiving and responding to feedback from clients, staff, and volunteers. This includes compliments and complaints. All feedback is valued, as it helps us improve our services and acknowledge areas of success. This procedure outlines how Mind Havering, Barking & Dagenham (MindHBD) receives, investigates, and responds to feedback, ensuring fairness, transparency, and accountability.

### Introduction

MindHBD is committed to delivering high-quality services to our community. We recognise that both positive and negative feedback helps us maintain and improve our standards.

We make a clear distinction between:

- Complaints about our services – e.g. a concern about the quality, accessibility, or delivery of a specific support service.
- Complaints about how someone has been treated – e.g. where a person feels a staff member or volunteer has behaved unprofessionally, rudely, or inappropriately.

This procedure applies to all written complaints made by clients or members of the public.

### Compliments

Compliments are a vital form of feedback. They highlight what we are doing well and help boost staff and volunteer morale.

Compliments can be submitted via email or in writing to:

Email: [feedback@haveringmind.org.uk](mailto:feedback@haveringmind.org.uk)

Post: Mind Havering, Barking & Dagenham, Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex RM11 1JU

Compliments will be acknowledged and passed on to the relevant person or team.

### Complaints Procedure

#### General Principles

- Complaints must be submitted in writing (by email or post).
- Although it may be unusual to receive an anonymous letter/complaint, and it will not be possible to respond to the author, any concerns raised in this way should not be disregarded. The issues raised should be forwarded to the Chief Executive Officer, who will make sure an investigation is undertaken and the findings documented. If the complaint is found to be upheld, remedial action will be implemented.

- All complaints will be handled in line with data protection laws and recorded centrally for monitoring and learning purposes.
- Timescales for response are clearly outlined below.

### **Complaints Lead**

MindHBD has a designated Complaints Lead who is responsible for managing the flow of complaints. The Complaints Lead will:

- Receive all complaints submitted via email or post.
- Log the complaint centrally and identify the appropriate senior team member to investigate, depending on the nature of the issue.
- Distribute the complaint to the relevant manager for investigation.
- Monitor progress to ensure the complaint is investigated fairly, appropriately, and within agreed timescales.
- Provide oversight to ensure outcomes and any actions are documented and communicated to the complainant.

### **How to Make a Complaint**

To make a complaint, please write to us including the following:

- A clear summary of the complaint
- Whether the complaint relates to a service or a member of staff/volunteer
- If it is about a service, please state which service (e.g. X project, Y service)
- If it is about an individual, include their name if known and the nature of your concern

Send your written complaint to:

Email: [complaints@haveringmind.org.uk](mailto:complaints@haveringmind.org.uk)

Post: Mind Havering, Barking & Dagenham, Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex RM11 1JU

## **A. Complaints about Services**

These are complaints about the delivery or quality of our services, including concerns about access, timeliness, or the support provided. They do not relate to staff conduct.

### **Procedure**

1. Written complaint is received by the Complaints Lead via email or post.
2. The Complaints Lead logs the complaint and allocates it to the relevant manager.
3. An acknowledgement is sent within 7 working days.
4. The relevant manager investigates and provides a written response within 21 working days.
5. This response will include:
  - a. A summary of findings
  - b. Whether the complaint was upheld
  - c. Any actions being taken
6. No appeal process is available for complaints about services unless new evidence emerges.

## **B. Complaints about Staff or Volunteers (Conduct/Treatment)**

These complaints relate to concerns about an individual's behaviour, such as perceived rudeness, unprofessionalism, discrimination, or something said (or not said) that has caused concern.

### **Procedure**

1. Written complaint is received by the Complaints Lead via email or post.
2. The Complaints Lead logs the complaint and allocates it to a senior manager or member of HR.

3. An acknowledgement is sent within 7 working days, including:
  - a. Who is investigating
  - b. When the investigation will begin
4. A full investigation is carried out, including:
  - a. Reviewing any evidence
  - b. Speaking with relevant individuals
5. A written outcome is provided within 21 working days, including:
  - a. Whether the complaint was upheld
  - b. Any actions being taken (e.g. training, apology, supervision review)
6. If the complainant is not satisfied with the outcome, they may request an appeal in writing within 7 working days.
7. An Appeals Panel of two people (including at least one trustee, and none previously involved) will review the case.
8. A final decision will be shared within 28 working days of receiving the appeal request.
9. The outcome of the Appeals Panel is final and cannot be appealed further.

## **C. Complaints regarding Trustees or CEO:**

### **Complaints regarding Trustees including the Chair and Vice Chair**

All complaints regarding Trustees, including the Chair or the Vice Chair, should be directed to the CEO immediately. The CEO will review the complaint and, depending on the nature of the complaint, the CEO may need to liaise with other members of the Senior Management Team, Trustees, legal professionals or external stakeholders. The CEO will then decide which policy/process will be best suited to explore the complaint fully (i.e. Complaints, Whistleblowing, Safeguarding, etc.).

### **Complaints regarding the CEO**

All complaints regarding the CEO should be directed to the Chair of the Board of Trustees immediately. The Chair will review the complaint and, depending on the nature of the complaint, the Chair may need to liaise with other members of the Executive Leadership Team, Trustees, legal professionals or external stakeholders. The Chair will then decide which policy/process will be best suited to explore the complaint fully (i.e. Complaints, Disciplinary, Whistleblowing, Safeguarding, etc.)

### **Exclusions:**

The Compliments & Complaints policy is not for dealing with:

- Workforce grievances and issues: Such matters will be dealt with through Human Resources policies and procedures.
- Disciplinary matters: If any aspect of the complaint investigation identifies a staff performance issue, the disciplinary process will be followed. The complainant will be advised that their complaint will be logged, investigated, and, if appropriate, formal processes will be pursued.
- Claims for compensation.
- Where the complainant has commenced legal action.
- Where events pre-date the complaint by more than 12 months.
- Whistleblowing – see Public Interest (Whistle-blower) Policy.
- Abusive and offensive comments – we have a zero-tolerance approach, and such comments will not be recognised as a complaint.

### **Record-Keeping and GDPR**

All complaints and investigations are recorded and stored securely in line with GDPR requirements. A central register of complaints is maintained by HR or Director of Services, and only authorised personnel have access. Any personal data is handled in accordance with our Privacy Policy.

### Support Available

If you require assistance with submitting your complaint in writing, or need language or accessibility support, please contact us via [feedback@haveringmind.org.uk](mailto:feedback@haveringmind.org.uk), and we will make reasonable adjustments.

### 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](http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx))

Version	Date	Author	Summary of changes
1.3	25.09.25	Vicky Marshall	Complaints lead added
1.2	30.06.25	Vicky Marshall (Reviewed by Linda Van den Hende Trustee & Peninsula)	Complaints must be in writing; separate processes for service and staff complaints; clear distinctions made; investigation and appeal process updated; timescales and record keeping clarified.
1.1	06.03.25	Vicky Marshall. Director of People & Organisation Resource	Included compliments & comments. Added that all investigation notes & evidence should be shared with HR