

PUBLIC COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

INTRODUCTION

Mid & North Powys Mind is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of comments, compliments and complaints we can identify learning to achieve high quality work and continuous improvement as an organisation.

This policy applies to any members of the public, people that use our services and volunteers. Staff should use the Grievance Procedure.

Mid and North Powys Mind believes it is essential that everyone has a clear, effective and easily understandable procedure through which any compliments, comments or complaints can be dealt with.

Mid and North Powys Mind will ensure that all compliments, comments or complaints receive a full and fair hearing, also that any staff member or volunteer is given the fullest possible opportunity to answer any criticism.

A copy of this policy is available on Mid & North Powys Mind's website and to all parties on request. All staff are made aware of the policy at induction, if there has been a significant policy review and during on-going training sessions. Copies are available to the staff team via the Shared Drive.

WAYS TO SHARE COMPLIMENTS, COMMENTS OR COMPLAINTS

- Directly to a staff member or volunteer
- Emailing admin@mnpmind.org.uk
- Phoning 01597 824411
- Service evaluations forms
- Suggestion box

- On our website
<https://mnpmind.org.uk/compliments-suggestions-complaints/>

Mid and North Powys Mind strives to be responsive and accommodate all suggestions, as far as is reasonably practicable. If we are able to accommodate your suggestion, we will, as it is really important to us to work with our clients to continuously improve the service we provide.

Similarly, with compliments, it is always great to know what we are doing well and what we should continue to do. We use compliments and quotes in our funding applications and reports to funders and commissioners. This feedback helps us to secure future funding of our services as well as letting other organisations know that we are meeting the needs of the people we serve.

Informal comments can be passed on using any of the above methods and will be directed to the service manager.

If, after having an informal discussion with the people involved (wherever possible), you feel a comment has not been satisfactorily dealt with, please follow the formal process below.

COMPLAINTS PRINCIPLES

Where a complaint is to be investigated this will be done impartially by someone not involved in any way in the issue(s) being complained about.

Anyone making a complaint may be represented at any stage by an advocate of their choosing.

Any problem is best resolved as soon as it arises, if this cannot be done then the complaint will be dealt with in the timescales set out below.

At every stage of a complaint being processed by Mid and North Powys Mind, everyone involved in the complaint has the right to be kept fully informed.

All clients should have access to this Complaints Procedure. It is also available to anyone on request from the offices of Mid and North Powys Mind.

Records are kept of all complaints and their outcomes by the Operations and Development Manager.

Making a complaint will not harm or prejudice the service that is given to the complainant.

Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.

Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken.

Learning from complaints will be used to improve Mind's work and drive forward a culture of continuous improvement.

STAGE 1 - INFORMAL

Mid and North Powys Mind believes that many complaints can be dealt with by informal discussion between the people involved, and the relevant members of staff. If this is not possible this stage can be by-passed.

Sometimes, it may be difficult to tell if an individual wishes to register a complaint or is merely making a passing comment. Wherever there is doubt, the individual should be asked whether she/he wishes to make a formal complaint.

Confidentiality - The person making the complaint is entitled to this act remaining confidential. The information will only be shared on a needs to know basis - the staff member/s involved in the investigation and any subsequent appeal, any witnesses interviewed and the Board of Directors. If there is a danger to others, this confidentiality may have to be breached, as per our Confidentiality policy.

STAGE 2 - FORMAL

Stage 2 is started by first formally complaining either in writing or verbally. The complaint should be made to the Operations or Development Manager. Where the complaint is against one of these Managers, it must be handled by the other Manager or the Chair of the Board of Directors. Where the complaint is about the Chair it would normally be made to the Vice-Chair of the Board of Directors.

Responsible person - Whoever the complaint is made to at this stage then becomes the responsible person for following the complaint through to completion.

Verbal complaints - Any verbal complaint, should be written up and then checked with the complainant, to ensure the details have been correctly grasped (this could be done by reading out over the phone if necessary) and the complainants agreement noted and dated.

Acknowledgement - Upon receiving a complaint, the responsible person will acknowledge its receipt in writing and send the complainant a copy of the Complaint Policy. The responsible person will also inform the Chair or Vice-Chair (as appropriate) of the Board of Directors immediately of the complaint being made.

Investigation - Within two weeks of the complaint being received, the responsible person will complete a thorough investigation of the circumstances. This will include speaking to all parties involved and any witnesses.

Written report - A full written report will be completed by the responsible person. It will detail the investigation, who was spoken to, when and what they said and any other evidence gathered. It will also include the responsible person's conclusions, why they were reached and recommended actions. This report will be discussed with the Operations/Development Manager and Chair before being finalised. It will then be presented to the person making the complaint and the Board of Directors.

STAGE 3 - APPEAL - BOARD OF DIRECTORS SUB-GROUP

If the person making the complaint is unhappy with the outcome of Stage 2 they may request an appeal. This can be done by contacting the responsible person, the Chair or the Operations/Development Manager, who will then inform the Board of Directors.

The Board will acknowledge receipt of appeal in writing and set up a special working party to consider the complaint. This working party will not include the responsible person who initially dealt with the complaint at Stage 1 or Stage 2.

The working party will re-investigate the complaint and produce a full written report, which will be shared with the person making the complaint and the Board, within four weeks.

STAGE 4 - REPORT TO AN EXTERNAL BODY/REGULATOR

Mid & North Powys Mind asks, that wherever possible, that anyone bringing a complaint, follow the above stages before reporting to an external organisation.

If a person making the complaint feels there is still a serious issue that needs to be addressed, they can raise the matter again with National Mind

<https://www.mind.org.uk/about-us/contact-us/get-in-touch-feedback-complaints-and-complaints/>

The Charity Commission <https://www.gov.uk/complain-about-charity>

If it is about health & safety - The Health & Safety Executive

<https://www.hse.gov.uk/contact/tell-us-about-a-health-and-safety-issue.htm>

If it is about data protection - The Information Commissioner's Office

<https://ico.org.uk/make-a-complaint/>

MONITORING OF COMPLAINTS

This will be undertaken by the Board of Directors at least annually. If very small numbers of complaints are being reviewed, the review should encompass three years. This will help Mid & North Powys identify any trends and help inform further service improvements.

Details of any complaint will be kept for three years.

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Charity Number: 1167840

Company Number: 10158044

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All policy statement: Mid and North Powys Mind is committed to equality of opportunity, to being fair and inclusive and being a place where all belong.

