



Conwy Mind Complaints procedure

Introduction

CONWY MIND 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 is:

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 CONWY MIND 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 Conwy Mind

Where Complaints Come From

Complaints may come from any individual, volunteer or organisation that has a legitimate interest in CONWY MIND, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should refer to CONWY MIND's internal policy on such matters.

Confidentiality

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

Publicised Contact Details for Complaints:



Written complaints may be sent to CONWY MIND at 2-3 Trinity Square Llandudno Conwy LL30 2PY

By e-mail at info@conwymind.org.uk.

Verbal complaints may be made by phone to 01492 879907 or in person to any of CONWY MIND's staff or trustees at the same address as above

Receiving Complaints

Complaints may arrive through channels publicised for that purpose. Complaints received by telephone or in person need to be recorded as follows.

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

- 1 Write down the facts of the complaint
- 2 Take the complainant's name, address and telephone number
- 3 Note down the relationship of the complainant to CONWY MIND, e.g. donor, volunteer, service user.
- 4 Tell the complainant that we have a complaints procedure
- 5 Tell the complainant what will happen next and how long it will take
- 6 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

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 CONWY MIND CEO within five business days.

On receiving the complaint, the CEO should record it on the complaints database. If it has not already been resolved, they should 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 **five** working 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 a month**. 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 by the CEO.

At this stage the CEO should examine the procedure followed and the outcomes of stage one. The CEO should address any anomalies if appropriate and in particular scrutinise any issues raised by the complainant.

The reply to the complainant should describe the subsequent action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Stage Three

If the complainant feels that the problem has not been satisfactorily resolved at Stage Two, they can request that the complaint is reviewed at Board level.

At this stage, the complaint will be passed to the Board of Trustees. The request for Board level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Board of Trustees 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 two. 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 a month. 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 Board decides it is appropriate to seek external assistance with resolution.

Variation of the Complaints Procedure

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

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

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