

Ryedale & District Mencap Society

COMPLAINTS

Policy & Procedure

April 2022

Ryedale & District Mencap Society

COMPLAINTS

POLICY & PROCEDURE

This policy and procedure has been adopted by Ryedale & District Mencap through its Trustee Committee which remains responsible for its review.

Original signed version is kept at the Ryedale & District Mencap registered office.

Signed: _____ Date: _____

Name: _____

Chair of Trustee Committee

Signed: _____ Date: _____

Name: _____

Committee Member

Record of adoption and review of this policy and procedure:-

Adopted:

Due for review:

Ryedale & District Mencap Society

COMPLAINTS

Policy

Ryedale & District Mencap Society aims to provide high quality services which meet our users' needs. We encourage comments on our services and welcome suggestions for improving them. We recognise there may be occasions when someone may feel that the quality of service provided does not meet their expectation.

We will try to resolve concerns on an informal basis although we aim to record all concerns as part of the process to continuously improve our services. Our staff may treat any concern expressed by anyone who uses our services as an item to be investigated under this procedure and ask for more information about a concern by using our complaints procedure below. This is to make sure that all genuine concerns are properly investigated and resolved as well as more formal complaints.

Ryedale & District Mencap Society's Complaints Procedure

Complaints can be made verbally, in a letter, or email to the Chair of the Trustees. Complaints can also be made directly to any member of staff (employee or volunteer).

If posted to the Ryedale & District Mencap Society Mencap offices, the envelope containing the complaint should be marked '*Strictly Private & Confidential*'.

If the person making the complaint needs the help of an advocate or interpreter, the Society will arrange this on request. We request that complaints contain as much detail as possible, including the complainant's ideal outcome.

Every attempt must be made to resolve the complaint effectively and through good communication with the parties involved. Using the mantra: Listen-Hear-Do will help keep the process as simple as possible, however, should the complaint result in disciplinary procedure then, in line with the relevant policy, information about the consequences of the decision will be limited to confirmation to the complainant that such action is being taken.

Equally, should it be impossible to resolve the complaint to the complainant's satisfaction OR if the complaint should prove to be unreasonable or the complaint is not substantiated, then this must be communicated to the complainant by the Chair of the Trustee Committee.

Stage one

All complaints will be acknowledged by Ryedale & District Mencap in writing, normally within 7 working days.

The Chair will investigate the complaint. The findings of the investigation will be communicated to the person making the complaint, usually within 28 working days of its receipt.

If the complainant is dissatisfied with the outcome of the Society's investigation, they will have the opportunity to discuss this with the Chair to determine whether a resolution can be reached. In cases where the complainant remains dissatisfied, they can request that the complaint is investigated by a panel comprising two trustees of Ryedale & District Mencap Society (*stage two*).

This request can be made verbally, in a letter or email. If posted to the Society's offices, the envelope containing the complaint should be marked '*To the Trustees of Ryedale & District Mencap - Strictly Private & Confidential*'. An acknowledgement by the Chair of the Trustee Committee of this request will be made within 7 working days.

Stage two

The panel will consider the complaint, normally within 21 days of the acknowledgment. The complainant will also have the opportunity to present the case to the panel and, in such instances, they are entitled to be accompanied by a person of their choice. The decision of the panel will be communicated to the complainant in writing within 21 days. If the complainant is not satisfied with the decision of the panel, the charity will offer an additional review involving an outside organisation, independent of the charity. Depending on the nature of the complaint, this could be the Local Authority, the Local Health Service, a representative from Royal Mencap or another appropriate body.

We will provide the complainant with the name and contact details of someone to contact in the relevant organisation who will review the complaint.

Records

Ryedale & District Mencap will keep a log of all complaints at the registered office.

*If your complaint relates to the Chair of the Trustee Committee please mark the envelope: To the Management Committee of the Ryedale & District Mencap – Chair – Strictly Private and Confidential

Postal address:

Ryedale & District Mencap
XXXXX
XXXXX
XXXXX

Complaints Procedure

If you have a complaint about our actions we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from the Ryedale & District Mencap;
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need.

How to complain

The Ryedale & District Mencap would like to resolve any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact us and, if you feel able, speak to the member of staff who is working with you or ask to speak to the Chair, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

The Chair of the Trustee Committee
Ryedale & District Mencap
XXXXX
XXXXX
XXXXX

Please mark your envelope:

'Strictly Private & Confidential'

2. What happens next?

You will receive acknowledgement of your complaint within 7 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Ryedale & District Mencap Complaints Policy & Procedure

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Can you take your complaint elsewhere?

Yes. You can ask for the Trustee Committee to re-examine the decision.