

High Wycombe Coronavirus Mutual Aid Complaints Policy

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Overview

We view 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.
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired and
- 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 our work.

Complaints may come from donors and other individuals who we contact about our work, or any other person or organisation with an interest in our activities.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

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

Responsibility

Overall responsibility for this policy and its implementation lies with the Chair and Lead of our group together with our team of service leaders.

Review

This policy is reviewed regularly and updated as required.

Complaints Procedure

Written complaints may be sent by e-mail to enquiries@wycombe-mutual-aid.org.

Verbal complaints may be made by phone to **01494 911 229** or **in person**.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, e-mail or telephone number whichever is their preferred method for a response.
- Note down the relationship of the complainant to the group (e.g. donor, volunteers, person requesting support, mailing list member).
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

1. 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
2. Whether or not the complaint has been resolved, the complaint information should be passed to the Chair and Lead of our group within two working days.
3. On receiving the complaint, we will delegate an appropriate person to investigate it and to take appropriate action.
4. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

5. Complaints should be acknowledged by the person managing the complaint within five working days.
6. 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.
7. Ideally, complainants should receive a definitive reply within two weeks. 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.
8. 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.
9. If the complainant is not satisfied by the definitive response to the complaint they may appeal to the Chair of our group for a final determination.

Variation of the Complaints Procedure

We may vary this procedure if we have good reason for doing so, such as a conflict of interest. For example, if the complaint was about the Chair, it would not be appropriate for the Chair to be involved in any review process.

Monitoring and Learning from Complaints

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