

# Resolving complaints

## **Information for people considering making a complaint about The Making of Mashamshire**

The Making of Mashamshire has a procedure in place to ensure that complaints are taken seriously and dealt with appropriately. This document describes how to make a complaint and how your complaint will be dealt with.

It is the policy of The Making of Mashamshire to have a fair and open process for dealing with concerns and complaints raised by participants, staff and volunteers that directly affect them or the children, young people or vulnerable adults in their care.

### **How do I complain?**

In the first instance, you should try an informal approach to resolve your complaint and to see what action will be taken. We hope that many complaints can be dealt with quickly and informally.

If the informal approach proves to be unsatisfactory, then you may wish to register a formal complaint. Formal complaints should be made in writing to one of the people detailed below. It is helpful when registering a formal complaint if you can provide us with concise details about the problem and your preferred outcome to rectify the issue.

### **What complaints are accepted?**

We accept complaints about how you have been treated by The Making of Mashamshire or, if you are a parent or carer of a child, young person or vulnerable adult, how they have been treated by The Making of Mashamshire.

We have a few basic rules for the acceptance of complaints:

- Complaints must be raised within three months of you knowing the facts (we do not deal with complaints that are older).
- We do not generally investigate anonymous complaints.
- We do not accept complaints that are raised on behalf of or regarding other people (except by parents/carers as described above).
- We do not accept complaints that are broadly or substantively the same as a previous complaint.
- We do not progress complaints that we believe to be vexatious or malicious.

### **Who deals with complaints about volunteers or paid staff?**

In the first instance, complaints regarding a member of paid staff or a volunteer should be addressed to the Project Manager so they can carry out an investigation.

If your complaint is about the Project Manager, then it should be addressed to the Chair of Trustees.

### **How will my complaint be dealt with?**

Your complaint will be dealt with fairly and objectively. We handle complaints in a positive and pro-active manner and expect resolutions and outcomes to contribute to a process of continuous improvement.

Please bear in mind that Leaders and Volunteers in The Making of Mashamshire are all part time and have other calls on their time. It may therefore take a little longer to sort out your complaint, however you will be kept informed of the progress of the complaint with an acknowledgement of a formal complaint within seven days and regular updates.

The investigator may need to speak to you and a number of other people to fully understand your complaint and the circumstances surrounding it.

The Project Manager or Chair will make a decision about the complaint and will inform you whether your complaint is upheld or not and the actions that will be taken as a result.

### **What if I am not satisfied with the outcome of my complaint?**

If you are not satisfied with the outcome of your complaint or the way in which it was handled, then you may appeal to the Trustees. You must appeal within three months of being given the outcome of your complaint.

Your appeal must be formally lodged with the Trustees of The Making of Mashamshire who will establish a complaint subcommittee not including those staff or trustees previously involved in the complaint process. In your appeal, you must clearly explain the basis on which you are making the appeal and your preferred outcome to resolve the issue.

Your appeal will consider the process undertaken to handle the original complaint and the outcome of the original complaint. You will be kept informed of the progress of your appeal with an acknowledgement of your appeal within seven days and regular updates.

The appeal subcommittee may need to speak to you and a number of other people to fully understand your appeal and the circumstances surrounding the investigation of your complaint.

The appeal subcommittee will make a decision about the appeal and will inform you whether your appeal is upheld or not and the actions that will be taken as a result.

If you are not satisfied with the outcome of the appeal, there is no further escalation of the complaint and we will not consider further any action regarding the complaint or the appeal.

### **The Charity Regulatory Bodies**

The Making of Mashamshire complaint process should deal properly with your complaint, however you have the right to raise a serious issue directly with the Charity Commission at [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)