

# Family Mental Fitness North East

## Complaints Policy



### Purpose

To ensure that all complaints are handled fairly, promptly, and transparently, with the aim of reaching a resolution that upholds the values and standards of Family Mental Fitness North East CIC.

### Scope

This policy applies to all service users, parents/carers, partners, funders, and members of the public.

### Procedure

1. Informal Resolution
  - Wherever possible, concerns should be raised directly with the Director within 7 working days of the issue arising.
  - Many concerns can be resolved quickly and informally through open discussion.
2. Formal Complaint
  - If the issue cannot be resolved informally, the complainant should submit their concerns in writing to the Director.
  - Written complaints will be acknowledged within 3 working days.
  - A full written response will be provided within 14 working days of acknowledgement.
  - If more time is required for investigation, the complainant will be informed and given an updated timescale.
3. Appeal
  - If the complainant is not satisfied with the Director's response, they may request a review by the CIC's Advisory Group.
  - The Advisory Group will consider the matter and issue a final decision within 14 working days.
  - This decision is final.

### Confidentiality

All complaints will be handled in confidence and in line with our Data Protection Policy.

### Monitoring and Review

- The Director will maintain a log of all formal complaints, including actions taken and outcomes.
- This policy will be reviewed annually or sooner if required.

Date: July 2025

Revisions:

Review: Annually

