

# Complaints Policy and Procedure



## Introduction

Chronically Marvellous is committed to enabling members, clients and those that come in to contact with our projects and services to influence and easily voice their views and opinions about our organisation and the projects we facilitate. If we have made a mistake, we want to know about it so that we can put things right and avoid the same mistake happening again.

We also welcome our clients' comments and suggestions on how we can improve our services.

Our complaints procedure sets out how to take up matters that someone thinks is unsatisfactory about the service they have received from Chronically Marvellous.

## Scope

This procedure is designed to provide a means to resolve any dispute which may arise between someone wishing to make a complaint and Chronically Marvellous. It does not address complaints made by staff and volunteers (dealt with through grievance procedures), nor job applicants (recruitment procedures).

## Procedure

When someone wishes to register a complaint, they have the right to an independent advocate to help them. This can be a friend, relative or someone from an organisation to help them to make the complaint and/or to be with the complainant at any meetings with Chronically Marvellous (for information on Advocacy Groups please see end of document).

### **The following procedure should be adopted:**

*Where the complaint is made against the Chief Executive the same procedure will be followed, with the Chair of the Board of Trustees substituting for the Chief Executive's role at all stages*

## **Stage 1 – Making the Complaint**

The complaint should be received by the completion of a complaints form (please see Appendix) or by a request to make a verbal complaint. If the complaint is made to a member of the team, the person making the complaint should be encouraged to make the complaint directly to the Chief Executive. This can be done in person, by phone or in writing, whichever is appropriate. (Where possible, this should be done within 5 working days of the problem arising).

All complaints should be put in writing and if possible sent to the Chief Executive marked Private and Confidential, providing as much detail as possible. A meeting can be arranged if it is not possible for the complaint to be put in writing or details can be dictated over the phone and sent to the individual for validation.

Receipt of written complaints should be acknowledged within 2 working days.

## **Stage 2 – Investigating the Complaint**

If the complaint involves a person working/ volunteering for Chronically Marvellous in any capacity, the opportunity should be offered for that person to put forward their account, either by written statement or by presentation to the Chief Executive (or their Line Manager or Chair). This should be done within 20 working days of being advised of the complaint. The Chief Executive will also speak with any others involved.

The Chief Executive will log any internal investigations on the Corrective Action Report and the Complaints log.

## **Stage 3 – Letter of explanation and or Actions taken**

The Chief Executive will write a formal response to the complaint. This will include information gleaned from the member of staff and others. It will outline what they have found and what actions will be taken.

## **Stage 4 – Board of Trustees**

Where the matter is not resolved by Stage 3, the Chief Executive will refer the complaint to Chronically Marvellous Board of Trustees. This should be done within 5 working days of the second letter from the person making the complaint. The chair acting on behalf of the Board will review the complaint and will write to the individual outlining what further action (if appropriate) will be taken.

## **Stage 5 – Local Government Ombudsman**

If the individual is still not satisfied with the outcome of their complaint and it is related to a local authority funded project or service, then the individual can follow the complaints procedure of Richmond Council by contacting:

Corporate Complaints  
Adult and Community Services  
3rd Floor, Civic Centre  
44 York Street  
Twickenham,  
TW1 3BZ

Or call 020 8891 1411 or email [customer.services@richmond.gov.uk](mailto:customer.services@richmond.gov.uk)

Or they can contact their Local Government Ombudsman by calling 0300 061 0614, or by completing an online complaint form using the following link <https://www.lgo.org.uk/make-a-complaint>

## **Recording & Monitoring Complaints**

All complaints will be recorded and kept on file, including those which were resolved without being put in writing. The complaints monitoring form should be used for this.

These records will be treated in compliance with the Chronically Marvellous Confidentiality & Data Protection Policy.

A Corrective Action Report detailing the nature of the complaint or non-conformance, the investigation undertaken and the corrective actions taken within the organisation and with partners will be completed. A report on any Complaints (and resulting Corrective Actions) will be presented to the Quality Management Review Committee on a quarterly basis. Complaints and Service Concerns are included under Quality Matters which is a Standing Item on the Staff Team Meeting Agenda and are discussed with the team to ensure that lessons are learnt across the team and that internal actions are followed. All complaints are logged on the Chronically Marvellous Compliant Monitoring Form.

Chronically Marvellous will regularly review complaints that have been made, however informal, in order to monitor the effective running of the organisation, services and projects. This will be done without revealing the identity of complainants, and will contain only those details necessary for Chronically Marvellous to consider the broader issues raised by the complaint.

## **Data Protection & Confidentiality**

Where possible a complainant's wish for confidentiality will be respected. However, this may not always be possible if the complaint is to be dealt with adequately. For example, if the complainant

does not wish to reveal their name or the name of the person they are complaining about it will be difficult to investigate some types of complaints.

If the complaint involves issues that will affect other members or clients it may not be possible to keep total confidentiality. However, in all cases, information shared will be strictly limited to that which is relevant to the complaints procedure, and will only be shared with those involved in the investigation or to others to whom it is relevant. Information will not be shared without informing the complainant in advance.

Complaints will be kept for one year. After that the record will be shredded and no paper record kept.

## **Publishing the Procedure**

The Chief Executive is responsible for ensuring that information about our Complaints Policy and procedure is available from our website and available from our office.

## **Monitoring the effectiveness of the Procedure**

All members of the Chronically Marvellous Board of Trustees will receive a copy of the Complaints Policy. All staff will be made aware of the policy and will know the procedure for making a complaint. The Chief Executive will report any complaints and their resolutions to the Quality Management Review (QMR) and the full Board in the bi-monthly Board Report.

## **How to contact Chronically Marvellous**

Write to us at: Chronically Marvellous, F3 Kingsway Business Park, Oldfield Road, Hampton, TW12 2HD.

Tel: 0800 233 5303

## **Local Advocacy Services:**

Rethink Advocacy

Tel: 0300 7900 559

Email: [wandradvocacy@rethink.org](mailto:wandradvocacy@rethink.org)

Website: [rethink.org/londonadvocacy](http://rethink.org/londonadvocacy)

