

# COMPLAINTS

# POLICY

## Document Control

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## 1.0 Policy

At Mahdlo, we are committed to providing a high-quality service to all young people, and others, who access our facility and services, always striving to work to the highest standards. However, we realise that from time to time things can go wrong, or we may not meet your expectations, and we welcome and actively seek feedback regarding our service and activities. This will help us to improve our standards.

Any formal statement by a member of the public or a partner or other organisation regarding dissatisfaction with the standard of work or service provided by Mahdlo will be regarded as an official complaint.

We take any complaint made against a member of staff, volunteer and our service or decisions seriously. When a complaint has been made, you have the right to have your concerns investigated and receive a full and prompt response.

When a complaint is made regarding any aspect of Mahdlo's business and services, this policy and the supporting procedure aims to:

- find out what happened
- satisfy the complainant that their concerns have been addressed
- take into account the outcome of any investigation from the complaint in order to improve the way Mahdlo functions.

If you feel unhappy about any aspect of our work, please initially contact the member of staff concerned, or our Volunteer, Training and Quality Standard Manager if your dissatisfaction relates to a volunteer. If you do not know the name of the member of staff concerned, then please contact our HR and Business Coordinator on 0161 624 0111 and let them know who you are and what your concerns are. We will then put you in contact with the appropriate person as quickly as possible, who will then try to resolve the problem with you either by phone or in person. 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.

If you still feel you have been badly or unfairly treated, then please follow our Complaints Procedure which is set out below.

## 2.0 Complaints Procedure

### Stage One

Depending on who your complaint relates to, e.g. staff member or volunteer, please contact the relevant person shown in the table below and let them know who you are and what your concerns are. They will then either put you in contact with the appropriate person as quickly as possible, or endeavour to resolve your complaint and provide you with either a verbal or written response within the timescales below.

<b>Complaint relates to:</b>	Youth Work Team	Volunteer	All other staff	All other complaints, including complaints regarding sexual harassment.
<b>Contact:</b>	Youth Work Manager	Volunteer, Training and Quality Standards Manager	Chief Executive Officer	HR and Business Support Coordinator
<b>Tel. no:</b>	0161 624 0111	0161 624 0111	0161 624 0111	0161 624 0111

There may be exceptional circumstances where a complaint will proceed straight to Stage Two, such as if the complaint involves a member of management or the Senior Leadership Team, or if the complaint is particularly serious in nature. In all matters, Mahdlo Youth Zone will progress a complaint in a fair and transparent manner; within:

- **3 working days:** We will acknowledge receipt of the complaint and provide an indication of when a substantive response to the complaint might be given.
- **7 days:** We will arrange to contact the complainant to review the complaint and gather further information. We will also meet with members of staff and stakeholders as necessary.
- **28 days:** Within the 28-day period, an investigation into the circumstances outlined in the complaint is carried out.

We will write to the complainant setting out our findings and, if necessary, offering a resolution.

In exceptional circumstances, it may not be possible to maintain these service standards. Where a deadline is not expected to be met, the complainant will be informed.

Unless the complainant wishes to pursue the matter further, the complaint will be considered to have been resolved, and a brief record will be made and kept on the project file.

If the complainant is not satisfied with the response to the complaint, they may wish to consider using Stage Two of the Complaints Procedure.

## **Stage Two**

If you wish to proceed to stage two of the procedure, we will provide you with the name and contact details of the most appropriate Director to write to regarding your complaint.

Your letter should explain who you are, the nature of the complaint, the name of the member of staff concerned, why you are dissatisfied, and any other points you feel are relevant.

We will acknowledge receipt of your complaint and confirm that it is being investigated within 2 weeks. The appropriate Director will work with you, the member of staff concerned, and their line manager, to resolve the complaint and agree action points. We may wish to talk to you via telephone and/or arrange a face to face meeting where necessary. Any agreed action points will be confirmed to you in writing.

Unless you wish to pursue the matter further, the complaint will be considered to have been resolved, and a brief record will be made on the project file with a copy in the Mahdlo Complaints file.

If you are still dissatisfied with the outcome, you may proceed to the third and final stage of the Complaints Procedure.

## **Stage Three: Complaint to the Chair of the Board**

If the above two stages do not resolve your complaint to your satisfaction, you may follow the final stage of this procedure.

You should write to the Chair of the Mahdlo Board at the following address and mark the envelope "Confidential": **Chair of the Board, Mahdlo Youth Zone, Sir Norman Stoller Way, Oldham, OL1 3SE.**

The Chair, or their nominated deputy, will respond to you within 1 month of receipt of your complaint, advising how they are dealing with your complaint, including whether they will deal with it themselves or whether a Complaints Panel will be convened. A Complaints Panel usually comprises of three members of the Board; they are unpaid volunteers and are independent of the employed staff.

If a Complaints Panel meeting is deemed necessary, you will be invited to attend along with the Complaints Panel, the Chief Executive and the relevant line manager at Mahdlo. The panel will normally meet within a further 2 weeks and agree on what action should be taken.

The panel's decision and agreed actions will be communicated to you in writing within a week of the meeting referred to above. If this is not possible, you will receive a written explanation for the delay within that week.

A brief record will be made on the Mahdlo Complaints file of how the matter was resolved.