

Reviews and Complaints Procedure

We rely on getting feedback about our services to make them as good as they can be. Whether you have good or bad things to say we would like to hear.

Our policy provides a structured and transparent process for addressing and resolving service user and stakeholder review requests and complaints. It outlines the steps and procedures to follow when dissatisfied with a service, or any aspect of our operations.

The policy ensures that both review requests and complaints are taken seriously and acknowledges the concerns raised by service users or stakeholders. It establishes a mechanism for individuals to voice their dissatisfaction and seek a resolution. We aim to address dissatisfactions promptly, fairly, and effectively, with the goal of achieving customer satisfaction. By providing a clear process set out below it demonstrates our commitment to resolving issues and improving our products or services.

Purpose

- Provide a framework for reviewing service, or any aspects of our operations efficiently and effectively.
- Provide a framework for handling complaints efficiently and effectively.
- Ensure that all review requests or complaints are treated seriously and addressed appropriately.
- Maintain a high level of service quality and accountability.
- Identify areas for improvement based on feedback received.

Scope

This policy applies to all stakeholders, including service users, their families, volunteers, and other individuals or organisations associated with MAP. It covers all aspects of the charity's operations, programs, and services.

Informal review resolution procedure

- Initially all potential complaints should be attempted to be resolved through an informal review discussion.
- Requests can be lodged through various channels, including in person, by phone, in writing (letter or email).
- All requests / complaints must be brought to the attention of the head of service within 1 working day of receipt. If the request / complaint involves the head of service, then the director of operations must be informed.
- A conversation should be set up as part of the informal review resolution. It should be titled as this to ensure transparency.
- MAP will ascertain the best person to hold the conversation.
- This will not be a formal meeting. Conversations can take place via telephone, online, email or face to face. Conversation notes should be taken for future reference. All attendees should be made aware of this.
- Following, we will provide a verbal or written response to the complainant, detailing the outcome, any actions taken, and any changes implemented.
- Details must be shared with Director of operations.
- If the complainant is dissatisfied with the response, or the complaint is deemed too serious for an informal process then they may lodge a formal complaint.

Lodging a formal complaint.

- Where a complaint cannot be resolved informally or is serious enough to bypass the informal review stage.
- Formal complaints may be lodged through various channels, including in person, by phone, in writing (letter or email).
- Complaints should include as much detail as possible, such as the nature of the complaint, relevant dates, individuals involved, and any supporting evidence.

Acknowledgement and Initial Response

- Upon receiving a complaint, we will acknowledge the receipt within 5 working days.
- An initial response will be provided to the complainant, outlining the steps that will be taken to address the complaint.
- If necessary, additional information or clarification may be sought from the complainant to better understand the issue.

Investigation and Resolution

- Complaints will be thoroughly investigated.
- The investigation will involve gathering relevant information, interviewing involved parties, and reviewing any documentation or evidence.
- The complainant will be kept informed about the progress of the investigation, including any expected timeframes for resolution.
- We will aim to resolve complaints within 30 working days from the date of acknowledgement, but more complex cases may require additional time.

Outcome and Communication

- Following the investigation, we will provide a written response to the complainant, detailing the outcome of the investigation, any actions taken, and any changes implemented as a result of the complaint.
- If the complainant is dissatisfied with the response, they may request a review of their complaint, which will be carried out by a senior member of staff not previously involved in the case.
- We will strive to resolve complaints to the satisfaction of the complainant, ensuring all necessary steps are taken to address the issues raised.

Confidentiality and Data Protection

- All complaints will be handled in confidence and in accordance with relevant data protection laws and regulations.
- Personal information provided in the course of a complaint will only be used for the purpose of investigating and resolving the complaint.

Record-Keeping

We will maintain accurate and confidential records of all complaints, including the nature of the complaint, actions taken, and outcomes. Statistical data regarding complaints will be collated and periodically reviewed to identify patterns, trends, and areas for improvement.

Review and Improvement

Complaints serve as a valuable source of feedback. By analysing and addressing complaints, we can identify areas for improvement within our operations, products, or services. This feedback loop helps to prevent similar issues from recurring in the future.

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