



COMPLAINTS POLICY

INTRODUCTION

Mind in the Vale of Glamorgan believes it is essential that everyone has a clear affective and easily understandable procedure through which any complaint can be dealt with.

Mind in the Vale of Glamorgan will ensure that all complaints receive a full and fair hearing, also, that any staff member or volunteer is given the fullest possible opportunity to answer any criticism.

PRINCIPLES

The confidentiality of the person making the complaint and any staff member or volunteer affected is fully recognised and protected.

Where a complaint is to be investigated this will be done impartially by someone not involved in any way in this incident(s) being complained about.

Anyone making a complaint may be represented at any stage by an advocate of their choosing (an advocate is another person who can either be with you or state your case for you).

Any problem is best resolved as soon as it arises, if this cannot be done then the complaint will be dealt with in the timescales set out below.

At every stage of a complaint being processed by Mind in the Vale of Glamorgan, everyone involved has the right to be kept fully informed.

All service members should have access to this complaints procedure and a shorter form on display at suitable locations.

STAGE 1: Informal

Mind in the Vale of Glamorgan believes that many complaints can be dealt with by informal discussion between the people involved. If this is not possible this stage can be bypassed.

STAGE 2: Formal

Stage 2 is started by the first formally complaining either in writing or verbally within the week following the incident about which the complaint is being made. The complaint would normally be made to the Manager of your project. Where the complaint is against the Manager of your project, it would be made to the Executive Manager and where the complaint is against the Executive Manager, it would be made to the Chair of the Executive Committee. Where the complaint is about the Chair, it would normally be made to the Vice Chair of the Executive Committee.

Whoever the complaint is made to at this stage, then becomes the responsible person for following the complaint through stage 2 to completion.

The responsible person will inform the Chair or Vice Chair (as appropriate) of the Executive immediately of the complaint being made and within three weeks, complete a thorough investigation of the circumstances and provide this in a written report.

This report will be presented separately to the person making the complaint, service user(s), staff members or volunteers involved. The Executive Committee will be informed of the outcome of this.

STAGE 3: Executive Committee Sub Group

If the person making the complaint is unhappy with the outcome of stage 2 she/he may request the Executive Committee to set up a special working party to consider the complaint. This working party will not include the person who initially dealt with the complaint at stage 1 or stage 2.

The working party will re-investigate the complaint and report to the person making the complaint within three weeks and report to the Executive within six weeks.

STAGE 4: Full Executive and External Investigation

If a person making a complaint is unhappy with the result of stage 3, then they have the right to request investigation by an independent external body. Such



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an outside body must be agreeable to both Mind in the Vale of Glamorgan and the person making the complaint.

The external body will liaise with a nominated member of the Executive, investigate the complaint and report to the full Executive Committee within eight weeks.

Bodies that are recognised by Mind in the Vale of Glamorgan for external investigation of complaints, include Mind Cymru or Advocacy Cymru. Other organisations will also be considered.

COMPLAINTS PROCEDURE

IF YOU WISH TO MAKE A COMPLAINT

Mind in the Vale of Glamorgan wants to help you in dealing with complaints and to be fair to service-users, volunteers and staff.

- Informal discussion between the people involved
- Within a week following the incident, write or speak to the manager of your project about your complaint. If it concerns your manager, approach the Executive Manager (see our full complaints procedure)
- A report of how the complaint has been dealt with will be given to you and all persons involved within 3 weeks.
- An Executive Committee sub-group will re-investigate the complaint if it is still unresolved, the result to be communicated to persons involved within 3 weeks.
- If still unhappy the person making the complaint has the right of appeal to an independent external body.



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**THE CONFIDENTIALITY OF THE PERSON MAKING THE
COMPLAINT AND ANY STAFF MEMBER OR VOLUNTEER
AFFECTED IS FULLY RECOGNISED AND PROTECTED**