

Complaints, Compliments & Comments

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1. Introduction

Macc aims to provide its members, organisations and individuals with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what you could reasonably expect.

The purpose of this procedure is to ensure that any organisation or an individual who uses Macc services has the right to make a complaint, and that the complaint is investigated and responded to within a realistic period of time.

Macc encourages individuals to comment, make compliments or to complain about the service they receive, so that improvements can be made. Macc will not victimise anyone for making a complaint or comment.

Anonymous complaints will not be considered.

2. Related Policies

Whistleblowing Policy

Safeguarding Policy

Grievance Procedure

Supervision Policy

3. Informal complaints

It is always better to resolve problems quickly and as near to the source of the problem as possible. So it is helpful to discuss the complaint fully with the person concerned, or with their manager. Please feel able to discuss any concern as soon as possible with the person you have been dealing with at Macc. They will deal with your enquiry promptly, and do their best to put things right.

All members of staff are aware that at times things can (and do) go wrong and staff are encouraged to deal with such matters. In most cases, this should be sufficient to sort the matter out.

The Macc staff member responding to the complaint should offer the complainant the chance to discuss the issue privately, and hopefully it will be resolved at this stage.

The Macc staff member should record that an informal complaint has been made in the [comments spreadsheet](#) on the shared drive, which will note the outcome. Details of the complaint only, not the complainant will be recorded. This will enable internal monitoring and improvement review process to take place. The complainant will be asked to complete an anonymous equalities monitoring form, so we can identify if our practice needs to improve in relation to particular sections of the community.

If the complainant needs additional support to participate fully in the process, then the Macc staff member will source that support.

4. Formal complaints

If you are not satisfied with the outcome of the informal complaint process, or if the complaint can't be dealt with on an informal basis, or if you wish to speak to someone in authority or who is not directly involved with the complaint, you should address your complaint to the Chief Executive of Macc, by telephone or in writing.

Any formal request for a complaint to be investigated should be made as soon as possible, when the events are fresh in the mind, and in any case, no later than six months from the date you became aware of, or ought reasonably to have become aware of, the subject of the complaint. This should give adequate time for you to have considered your complaint, and for all relevant facts to remain fresh. Beyond this time we cannot guarantee that people and papers involved will still be available.

The Chief Executive will acknowledge in writing the receipt of any complaint. This will include a summary of the nature of the problem as discussed. This will be done within 7 days. In the absence of the Chief Executive this will be done by the Deputy Chief Executive.

The Chief Executive (or Deputy Chief Executive) will undertake to investigate the circumstances leading to the complaint.

If the complainant needs additional support to make comments and participate fully in the process, then the Chief Executive (or Deputy Chief Executive) will source that support.

The complainant will be kept informed at each part of the process, of the progress of the investigation.

The Chief Executive (or Deputy Chief Executive) will record that a formal complaint has been made using the Formal Complaint Form, which will also note the outcome.

The Chief Executive (or Deputy Chief Executive) will communicate the results of the investigation to the complainant within a reasonable time - normally 21 days.

A more complex investigation might require more time. If the complaint is found to be justified, the Chief Executive (or Deputy Chief Executive) will agree any necessary further action with the complainant.

The Chief Executive will inform the Trustees (Macc Board) about any complaints and any actions taken.

If a complaint against a Macc staff member is upheld, it may invoke the disciplinary procedure; this is an internal Macc process.

5. Complaint about the Chief Executive or a Trustee

If the complaint is about the Chief Executive or a Trustee, the complaint should be sent to Chair of the Board of Trustees marked Private and Confidential:

Mr. Rodger Cairns
C/o Macc Chair@macc.org.uk

The Chair will respond to you in writing:

- 1 acknowledging receipt of your complaint
- 2 setting out the timescale for investigation and response (normally 14 days)
- 3 advising you if the Chair has chosen to appoint another member of the Macc Board of Trustees to undertake the investigation

Following investigation, you will receive a written response offering proposals for actions to resolve the complaint.

6. Appeals process

If you are not satisfied with the response to your complaint, you may appeal the matter by writing to the Chair of the Macc Board of Trustees. This must be done not later than 28 days from the date of the response to the original complaint.

The Chair will convene a special Review Panel. This will consist of two members of the Macc Board of Trustees and one independent person from another voluntary sector organisation.

The Review Panel will meet within 28 days of notification of the appeal and will look at the whole complaint, including any action which has been taken so far. The Review Panel will invite you, if you so wish, to speak to the panel. You may have somebody present to support you or to speak on your behalf. This person must not be a member of Macc's staff or a Member of the Board of Trustees. If the person you wish to bring is a lawyer, solicitor or other legal advisor, you must inform the Panel of this in advance.

The decision of the Review Panel is final and you will be informed of the Trustees' decision in writing. Another format can be used if you have communication needs.

7. Safeguarding issues

If a complaint is made which involves a Safeguarding issue, then the Macc Safeguarding Policy takes precedence.

8. Comments and compliments

Macc welcomes positive and constructive feedback from people who use our services.

Individuals and organisations wishing to provide compliments and/or constructive comments may do so by sending details directly to the individual concerned, or to the associated team Manager. Individuals should ensure that they take this feedback to their subsequent supervision or appraisal meeting. The Manager should ensure that details of any compliments/comments are passed on to the Chief Executive for compilation in our quarterly report to the Board of Trustees to enable the positive behaviours raised in the compliment to be looked at to be replicated elsewhere and so improve Macc's practice.

Where constructive comments have been raised, the individual should discuss this in confidence with their line manager at the supervision or appraisal meeting, exploring the possibilities of changing their practices to improve the area/s concerned. A record of this should be made on the relevant supervision form, detailing action points and future

monitoring. Following the meeting, the Manager should write to the person who made the comment thanking them for their feedback and stating the actions which have been agreed.

More general comments and compliments should be recorded on the comments form on the Macc shared drive.

9. Equality and diversity

The Macc Complaints, Compliments and Comments policy will be administered in line with the Macc Equality and Diversity Policy.

Anyone submitting a Complaint, Compliment or Comment is asked to supply standard equality and diversity monitoring information. This enables Macc to identify whether our practice needs to be adjusted to improve our services for any parts of the community.

Data Protection

In the implementation of this policy, Macc may process personal data and/or special category personal data collected in accordance with its GDPR and data protection policy. Data collected from the point at which this policy is invoked will only inform Macc for the benefit of implementing this policy. All data is held securely and accessed by, and disclosed to, individuals only for the purposes of this policy. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with Macc's GDPR and data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under Macc's disciplinary procedure.

Name of complainant: _____
Date of complaint: _____
Address: _____
Telephone no: _____
Email: _____

Nature of complaint (to include how the complaint was made and to whom):

Investigation undertaken:

Agreed action:

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Outcome:

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Signature of complainant:

Date:

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Signature of Macc
representative dealing with
complaint:

Date completed:

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EQUAL OPPORTUNITIES MONITORING

Macc believes that every individual has unique skills, talents, knowledge and insights which are valuable and important.

We ask you to complete the following questionnaire in order to help us track how well we are doing at encouraging a diverse range of people to access services at Macc. You can answer as many or as few questions as you wish.

What is your age?

Are you (please tick) Female / Male

Is your gender identity the same as the gender you were assigned at birth?

(please tick) Yes / No /

Which of the following best describes how you think of yourself?

- Bisexual
- Gay
- Heterosexual/Straight
- Lesbian

Do you consider yourself to have a disability? (please tick) Yes / No

Which of the following best describes your ethnic origin?

- Asian or Asian British Bangladeshi
- Asian or Asian British Indian
- Asian or Asian British Pakistani
- Any other Asian or Asian British background
- Black or Black British African
- Black or Black British Caribbean
- Any other Black or Black British background
- Chinese
- Mixed White & Asian
- Mixed White & Black African
- Mixed White & Black Caribbean
- Other Mixed Background
- Other White Background
- White British
- White Irish
- Other ethnic group (please state):

What is your religion or belief, even if you are not practicing?

- Buddhist
- Christian (inc all denominations)
- Hindu
- Humanist
- Jewish
- Muslim
- No religion (inc Atheist and Agnostic)
- Sikh
- Other:

What is your employment status?

- Student Full/Part Time
- Unemployed
- Employed Full/Part Time
- Volunteer
- Retired

Do you consider yourself to be a carer?

For a child For an adult
Yes / No Yes / No

