

**DMNW Policy Cover Sheet**

**Policy Name: Complaints and Feedback Policy**

**Target Audience:** *(Please tick as appropriate)*

|  |  |
| --- | --- |
| x | Staff |
| x | Trustees |
| x | Volunteers |

|  |  |
| --- | --- |
| **Date Authorised:**  | **2nd October 2024** |
| **Authorised By:**  | **DMNW Board** |
| **Review Date:** | **September 2029** |
| **Changes Made by CEOs due to legislation/ operational requirements:**[[1]](#footnote-2) |
| **Key legislations and guidance used to inform policy / strategy:** |
| This policy was a review of a previous version. |

Table of Contents

[Policy Statement 1](#_Toc170304593)

[Definitions 1](#_Toc170304594)

[Complaint 1](#_Toc170304595)

[Feedback 1](#_Toc170304596)

[Scope 1](#_Toc170304597)

[Policy Content 1](#_Toc170304598)

[Principles 1](#_Toc170304599)

[Accessibility 1](#_Toc170304600)

[Responsiveness 1](#_Toc170304601)

[Objectivity and Fairness 1](#_Toc170304602)

[Confidentiality 1](#_Toc170304603)

[Continuous Improvement 1](#_Toc170304604)

[Complaints and Feedback Handling Process 2](#_Toc170304605)

[For complaints other than complaints against a Chief Executive Officer 2](#_Toc170304606)

[For complaints against the Chief Executive Officer 2](#_Toc170304607)

[How we will handle your Complaint: Stage 1 2](#_Toc170304608)

[How we will handle your complaint: Stage 2 3](#_Toc170304609)

[How we will handle your complaint: Stage 3 3](#_Toc170304610)

[Responsibilities 3](#_Toc170304611)

[The Board 3](#_Toc170304612)

[Chief Executive Officers 3](#_Toc170304613)

[Employees 3](#_Toc170304614)

[Policy Review Details 3](#_Toc170304615)

[Related Policies 3](#_Toc170304616)

# Policy Statement

The purpose of this policy is to establish a transparent and effective process for handling complaints and feedback from our service users, volunteers and stake holders. We are committed to continuous improvement and value the insights provided though constructive feedback and complaints.

## Definitions

### Complaint

An expression of dissatisfaction made to the organisation.

### Feedback

Opinions, comments and information, to be used as a basis for improvement.

## Scope

This policy applies to anyone (except for employees) who is not satisfied with the service they have received from DMNW. Employees should see Grievance Policy.

# Policy Content

Sometimes misunderstandings can be sorted out informally. You can always speak to a member of staff to try to sort the problem out straight away.

Or you could use our compliments and complaints box (near the front entrance of our building) for general comments about our service and how it could be improved. This will be checked on a weekly basis. If you attend any of our activities, you should be given the opportunity to tell us what you think at the end of the session. If this doesn’t happen, please ask a member of staff.

If, however you feel your issue is more serious and needs to be dealt with formally then you should use the formal complaints procedure.

## Principles

### Accessibility

Information about how and where to complain should be well publicised and easily accessible.

### Responsiveness

Complaints and feedback should be addressed promptly and courteously.

### Objectivity and Fairness

Each complaint will be addressed in an equitable, objective and unbiased manner (See DMNW Equality and Diversity Policy)

### Confidentiality

Personal information related to complaints and feedback will be kept confidential and only used for the purposes of addressing the issue.

### Continuous Improvement

Feedback and complaints will be used to identify and implement improvements in our products, services and process.

## Complaints and Feedback Handling Process

### For complaints other than complaints against a Chief Executive Officer

You can choose any of these ways of making your complaint.

* You can post (or drop off) a letter or a note (in English, Bangla or in Urdu) addressed to: The Chief Executive Officer, Diversity Matters Northwest, 20 Great Norbury Street, Hyde SK14 1BR. Be sure to include your name and contact details.
* You can ring 0161 368 3268 and ask to speak to the Chief Executive Officer. If you wish to make your complaint in Bangla or Urdu, a Bangla or Urdu-please make this clear when requesting to speak to the Chief Officer
* You can send an email to chiefofficer@diversitymattersnw.org.uk .

### For complaints against the Chief Executive Officer

You can choose any of these ways of making your complaint.

* You can post (or drop off) a letter or a note (in English, Bangla or in Urdu) addressed to: The Chair, Diversity Matters North West, 20 Great Norbury Street, Hyde SK14 1BR. Be sure to include your name and contact details.
* You can ring 0161 368 3268 and ask to arrange to speak to the Chair. If you wish to make your complaint in Bangla or Urdu, a Bangla or Urdu-speaking staff member will take your call.
* You can send an email to info@diversitymattersnw.org.uk

Initial Complaint Consideration

* Will be allocated by the chair to a board member, any appeal will then be considered by a separate board member.

If the outcome of the complaint is considered to require a disciplinary.

* The disciplinary will be considered by a board member (other than the one involved in any complaint (or other issue) the subject of which forms the disciplinary
* Any appeal will be heard by the Chair.

### How we will handle your Complaint: Stage 1

Normally, the Chief Executive Officer will deal with your complaint. If your complaint is about our Chief Executive Officer, then our Chair will deal with it as outlined above.

We will acknowledge your complaint within five working days and carry out a full investigation of the circumstances surrounding it. The target time for responding in full to a complaint is 20 working days, but if the issue is more complicated you will be told about any delays and the reasons for this. We will always respond in full to your complaint in writing, setting out clearly the results of our investigation and if we accept your complaint.

If we accept your complaint, we will give you a full apology in writing and tell you what we will do to improve the situation for you or at least ensure a similar situation does not arise again.

We will always try to resolve complaints at the earliest stage possible, however if you do not feel your complaint has been heard or resolved properly you can move to Stage Two. The letter you receive from us at the end of Stage One will give full details of your right to ask for a review of the investigation if you are not happy with the outcome.

In the case of a complaint against the Chief Executive Officer investigated by the Chair, the next stage would be Stage Three.

### How we will handle your complaint: Stage 2

This review will be undertaken by our Chair, who will check that the investigation has been carried out fully and properly, checking that the fundamental point of the complaint has been addressed and looking at any outstanding issues raised by the complaint.

The process followed by the DMNW Chair, is similar in that the same timescales for responses apply and there is the same obligation for apology, if owed, and for putting things right if possible. You will be informed of the Chair’s decision in writing, with full details of the outcome of the complaint and what will happen as a result.

### How we will handle your complaint: Stage 3

If you still feel your complaint has not been properly dealt with you can appeal, in writing, to the full DMNW Board. Please send a letter to:

The Board of Trustees, Diversity Matters North-West, 20 Great Norbury Street, Hyde SK14 1BR.

Your complaint will then be considered by a full meeting of DMNW Board. The Board will not look at the detail of the complaint but will focus on making sure that the process has been followed properly and that the fundamental point of the complaint has been addressed.

You will receive acknowledgement of your complaint within five working days and a full written response within 6 weeks. This will contain enough information to show the complaint has been fully investigated and an apology where appropriate.

**The decision of the Board will be final.**

## Responsibilities

### The Board

The Board of trustees have overall responsibility to ensure that DMNW takes complaints and feedback seriously.

### Chief Executive Officers

The Chief Officers have lead responsibility for implementing and monitoring this policy

### Employees

All employees have a responsibility to work from it in all areas of their work, individually and collectively.

# Policy Review Details

This policy was adopted in October 2024 and will be reviewed every 5 years by the Board of Trustees, or earlier should legislation or circumstances demand.

# Related Policies

* Grievance Policy
* Equality and Diversity Policy
1. As agreed by DMNW Board 6th March 2024 [↑](#footnote-ref-2)