

# Complaints Policy

Charity Registration Number: 1108999

Date of Complaints Policy: February 2018

## 1. Introduction

- 1.1 The Mulberry Centre (“the Centre”) recognises that concerns and complaints can play a key role in enabling the improvement of services and that all Centre users, visitors, volunteers and supporters have a right to be heard and have their complaints taken seriously.
- 1.2 The Centre will ensure that all users, visitors and volunteers know how and to whom a complaint should be made and that assurance is made with regard to confidentiality and the Centre’s commitment to addressing and rectifying any dissatisfaction.
- 1.3 The Centre is committed to resolving issues, concerns and complaints quickly and effectively according to the following procedures.

## 2. Verbal (informal) Complaints

- 2.1 In the first instance, the member of staff to whom the concern or complaint is brought should listen and endeavour to give an immediate explanation, taking corrective action if possible. Volunteers hearing a concern or complaint should refer to the Mulberry Macmillan Cancer Information and Support Manager (“MMCISM”) or other member of staff.
- 2.2 If the member of staff does not feel able to answer the complaint satisfactorily, they should consult with another member of staff or the Executive Director.
- 2.3 In the event that an immediate response cannot be given, the complainant should be informed that the MMCISM or another member of staff will contact them within 5 working days.
- 2.4 The MMCISM or other member of staff must ensure a response is given within this timescale and where appropriate a follow up letter should be sent.
- 2.5 All staff responding to a verbal concern or complaint should give a full explanation of the circumstances that gave rise to the concern or complaint and, where appropriate, an apology should be given.
- 2.6 If the complaint is successfully resolved at this stage, a record is made in the Complaints File. The Executive Director will review the Complaints File on a regular basis and report to the Trustees.

## 3. Written (Formal) Complaints

- 3.1 If the complainant remains dissatisfied, they should be asked to write to the Executive Director.
- 3.2 The Executive Director will acknowledge receipt within 10 working days explaining what action is to be taken.
- 3.3 The Centre aims to provide the complainant with a full written response within 10 working days thereafter but, if there are unavoidable delays, the complainant must be informed. In some instances, it might be helpful to offer the complainant a meeting with Centre staff to discuss their concerns in greater detail.
- 3.4 In the final response, the complainant will be informed that, if they still remain dissatisfied, they can write to the Chair of Trustees, The Mulberry Centre, WMUH, Twickenham Road, Isleworth TW7 6AF.
- 3.5 The Executive Director will make a record in the Complaints File and will report to the Trustees.

**Chair’s Signature:**

**Date:**