



*Please note that the charity is registered with the Charity Commission as 'New Horizons Mental Health CIO' but will be referred to as 'New Horizons' throughout the document*

## **Compliments, Concerns & Complaints Procedure**

**Purpose-** New Horizons is dedicated to providing our service users and volunteers with a high quality and supportive experience. This procedure supports the achievement of this.

**Scope-** This procedure applies to all service users, Trustees and volunteers of New Horizons (for members of staff there is a Whistle Blowing Policy in the staff handbook).

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### **The procedure for registering Compliments, Concerns & Complaints**

- Stage 1

Should a service user or volunteer have a compliment they will be asked to record the detail using the 'Compliments, Concerns and Complaints' form.

Should a service user/volunteer have a concern or complaint we would ask that the individual discusses the matter on a 1:1 basis in the first instance with a member of staff. The key points of the discussion and any action points will be recorded in writing and a copy sent to the Director. All complaints will be logged and recorded for monitoring purposes.

- Stage 2

If a service user or volunteer feels unable to discuss their complaint with the staff member in the first instance or is unhappy with the outcome of Stage 1 then the service user/volunteer can contact the Director in writing (by e-mail or letter).

If the complaint is regarding the Director then the complaint should be addressed in writing by letter to the Chair.

- Stage 3

Once a complaint has been received the Director (or Chair if it is regarding the Director) will record the details and fully investigate. If appropriate, all parties may be asked to attend a meeting with the Director/Chair and a member of the Management Committee to discuss the complaint. Wherever possible we will attempt to address and resolve the complaint at this stage. The complainant will be notified of the outcome of the investigations in writing. We will seek to complete our investigations within two months of receipt of a complaint.

- Stage 4

Should the complainant feel that their complaint has not been addressed fully there may be an external bodies that they can approach for further resolution for example Interlink or the Charity Commission. If this is the case the Director will provide relevant details.

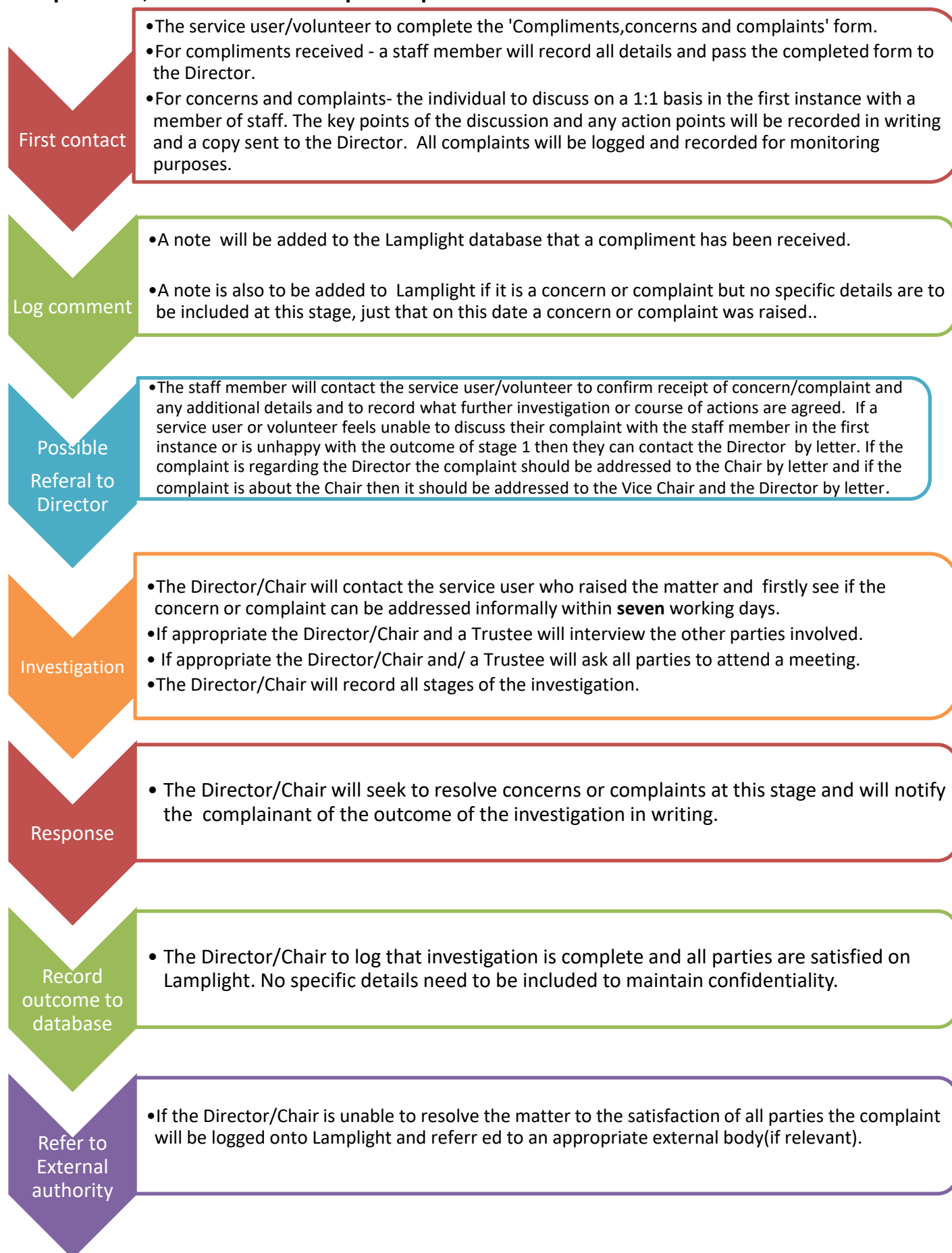
Review of any compliments, concerns and complaints received

The Management Committee will review any complaints, concerns or complaints raised on a 6 monthly basis.

Compliments and complaints are also reviewed as part of the annual monitoring and evaluation process by the University Health Board as our main funder.

POLICY CONTROL SCHEDULE	
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Ratified by:	Management Committee
Date ratified	2016
Originator/author:	P&P sub group
Responsible committee/individual:	P&P sub group
Executive lead:	Chair of sub group
Date issued:	2011
Last reviewed	Sept 2016
Review date:	October 2017

## Compliments, concerns and complaints process







### Compliments, Concerns & Complaints Form

<b>Name of person making the Compliment, Concern or Complaint</b>	
<b>Address</b>	
<b>Telephone number</b>	
<b>Type of contact (please tick)</b>	Phone - Face to face - Other - Email -
<b>Date received</b>	


### Compliment, Concern or Complaint

Is this a – *(Please tick)*

 Compliment?

 Concern?

OR

 Complaint?

### Compliment, Concern or Complaint

*Please detail the compliment, concern or complain that you wish to submit*

**Details of response to the Concern or Complaint received**

<b>Name of person responding</b>	
<b>Detail of actions undertaken</b>	
<b>Date</b>	

**Details of further response to the Concern or Complaint received (only where appropriate)**

<b>Name of persons responding- Director, Chair and Trustee</b>	
<b>Detail of actions undertaken</b>	
<b>Date</b>	

**Details of external body the Concern or Complaint is referred to**

<b>Name of persons responding- Director, Chair and Trustee</b>	
<b>Detail of actions undertaken including external body referred to</b>	
<b>Date</b>	