

Greater Manchester Coalition of Disabled People Complaints and Compliments Policy

This GMCDP policy is guided by the social model of disability. If, in anyway, the content or application of this policy limits the rights of disabled people, to have their access requirements met, please bring it to the attention of the GMCDP office.

Greater Manchester Coalition of Disabled People views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Aim of the Complaints Procedure

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Greater Manchester Coalition of Disabled People knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do
- To make the best of any compliments received

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Greater Manchester Coalition of Disabled People

Where Complaints Come From

Complaints may come from members, project participants, parents/carers and other organisations. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use Greater Manchester Coalition of Disabled People's Grievance Policy.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Executive Council.

Complaints Procedure of Greater Manchester Coalition of Disabled People

Contact Details for Complaints:

Written complaints may be sent to Nicola McDonagh at Greater Manchester Coalition of Disabled People, Unit 4 Windrush Millennium Centre, 70 Alexandra Rd, Moss Side, M16 7WD or by e-mail at nicola@gmcdp.com.

Verbal complaints may be made by phone to 0161 636 7538 or in person to any of Greater Manchester Coalition of Disabled Peoples staff, at our office or at any of our events or activities.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Greater Manchester Coalition of Disabled People i.e. project participant, member, etc.
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received

by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

The person receiving the complaint will record it in the Complaints Log and inform the Manager as soon as possible. If the complaint is serious and the Manager is not available the Chair should be informed.

If the complaint is against the Manager the Chair should be informed.

Stage Two

If the complaint has not been resolved, the Manager will investigate it and take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the Manager within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Three

If the complainant feels that the problem has not been satisfactorily resolved at Stage 2, they can request that the complaint is reviewed at Executive Council level. At this stage, the complaint will be passed to the Chair.

The request for Executive Council level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The Chair will investigate the facts of the case themselves. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint initially.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The Manager should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

A response from the complainant to the final decision of the board can be made by the complainant within 4 weeks of this, which the Board will consider and respond to. Any further correspondence on this issue will not be required by the Board or GMCDP manager following this 4 week period.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage 3 review.

Monitoring and Learning from Complaints

Complaints are to be reviewed annually to identify any trends which may indicate a need to take further action.

If the complaint is about an activity or process, it will, after the investigation has been completed and where appropriate be discussed with staff/ Executive members in order to consider if lessons could be learned and practice improved.

Receiving and Using Compliments

The person who receives the compliment should acknowledge the compliment and thank the person giving it.

The Manager should be informed of the compliment and if it is about a particular member of staff /volunteer she should ensure the person knows about it.

A record will be kept of all compliments and staff should ensure that the Manager is given a copy of any letters, emails or articles that mention GMCDP and our work.

The person who has been complimentary about an activity, process or outcome will be asked whether GMCDP could use some or all of what they have said in publicity for the organisation or as feedback to the funders. The person is to be asked if they would be happy for their name to be used or whether they would prefer to remain anonymous.

Approved by GMCDP executive: June 2022

Next review due: June 2026