



The
Happy Mums
Foundation

POLICY

Compliments, Comments, Concerns & Complaints

Introduction

The Happy Mums Foundation CIC (HMF) makes every effort to provide a high standard of service and to treat all service users and customers equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

Scope

This policy should be read and understood by all staff, volunteers and directors at HMF. It applies to all services offered by our organisation to the public.

Compliments, comments, concerns or complaints can be made by anyone who receives services from HMF or is refused or cannot access a service from us.

They can also be made by those working with our intended service users eg. health care professionals or family members. They may be representing the service user (in which case they will need their express consent) or making a complaint in their own right if they have directly experienced a poor service from HMF.

Directors, staff or volunteers who wish to raise a concerns or complaints should use the Grievance Policy.

If your complaint or concern is regarding the safety of a child or vulnerable adult we will refer to our Safeguarding Policy and Procedures.

Principles

1. We are positive about compliments, comments, concerns and complaints because this helps us to continuously improve what we do;
2. We want to make it as easy and accessible as possible to provide feedback to us;

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3. We want to resolve any problems as early and quickly as possible;
4. Making a complaint or raising your concerns will not affect the services you receive from us;

Providing Feedback

a) Compliments and comments:

If you are happy with the service or have any comments we would love to hear from you. Either speak to a member of staff or volunteer, email or phone us or contact us via social media (contact details below).

b) Concerns and complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All issues will be dealt with in a timely and professional manner.

You don't have to make a formal complaint to resolve a problem you might be having with our services. Please speak to a member of staff in the first instance who will try to resolve your concerns immediately. If you can't or don't want to do this, you can phone or email to tell us what the problem is.

Where any concern or complaint relates to the safety and wellbeing of a child or vulnerable adult, we will follow safeguarding policies and procedures. Please ask any member of the Happy Mums Team where you can find our safeguarding policy and procedures.

c) How to make a complaint:

If you want to make a complaint, please contact us in whichever way is most convenient for you – in person, by phone, email or via social media. Your complaint will be recorded, together with the action taken to resolve it.

Email: info@happymums.org.uk

Phone: 01228 592301

Website: www.happymums.org.uk

Social media: @happymumsfdn

To help us deal effectively and quickly with your complaint please include the following details:

- The specific service that the complaint is about eg which support group or member of the team?
- Your name and contact details, so we can tell you what action we have taken
- Outline the nature of your complaint as clearly as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred (if applicable)
- Please let us know if you have already reported the complaint, and if any action was taken previously.

d) What we will do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

It will be assigned quickly to the most appropriate person to deal with the issue, and they will investigate the matter fully and communicate regularly with you until the issue has been resolved. This may include speaking to staff, volunteers and directors who were involved.

If a specific member of the team is named in the complaint, they will not be involved in the investigation or response.

e) How and when we will respond:

We will acknowledge complaints within 5 days. You will receive a full written response (by post or email depending on your preference) to your complaint within 28 days. A copy of this outcome will be kept on file for two years.

f) What to do if you're not satisfied with the response:

If the matter is not resolved, we will offer to hold a meeting between the complainant, the Chair of the Board of Directors (in the Chair's absence, another member of the Board will deputise) and person who originally investigated the complaint, and ensure that it is dealt with comprehensively. This may be face-to-face or online.

A record will be made of the meeting and any actions documented. All parties at the present at the meeting will review the accuracy of the record and be asked to sign it and receive a copy. This will signify the end of the procedure.

Data Protection

Any information given to HMF when providing any form of feedback (eg.name, contacts, details of incidents etc) will be treated in compliance with data protection regulations. For more information please see our policy on GDPR.

Related information

- Grievance Policy
- Safeguarding Policy
- Risk Management Policy*
- Health, Safety and Wellbeing Policy
- Code of Behaviour
- GDPR Policy*

*Policies currently in development

Review

This policy is reviewed and approved by the Board of Directors every three years, or more frequently where updates are required due to changes in legislation, guidance or good practice.

Appendix 1: Complaints Log Template

STRICTLY CONFIDENTIAL when complete

Working document stored C: Happy Mums Foundation\Governance - Documents\Complaints

The Happy Mums Foundation CIC: Complaints Log



Date	Name of complainant	Brief details of complaint	Person responsible for investigating	How the complaint was resolved & any follow up actions required