

Complaints

Introduction

When listening to residents – and especially where a complaint is concerned - it is important to build upon the trust between trustees and residents, so that residents are encouraged to speak up when things go wrong without fear of prejudice or recrimination. It is equally important that the individual acts solely in his/her interest and does not act as a self-appointed spokesman or spokeswoman allegedly on behalf of some or all of the other residents.

Complaints may be made by residents, their carers and families or a representative of a resident.

The Charity will not be able to deal with an issue through the complaints process if:

- a complaint relates to a legal matter that is already being dealt with by a solicitor
- the complainant is anonymous unless there is sufficient documentary evidence to substantiate the complaint.

Millington's will ensure that the Complaints Procedure is flexible and responsive to the needs of individual complaints. Millington's will also ensure that:

- residents who complain are listened to and treated with courtesy and empathy
- residents will never be disadvantaged as a result of making a complaint
- complaints are investigated promptly, thoroughly, honestly and openly
- apologies are given as appropriate
- complaints handling will comply with confidentiality and data protection policies

Procedure

Residents can raise complaints with any member of the Millington's staff - trustee, Clerk or Warden - in the first instance and preferably verbally, as this can lead to better understanding and very often to a quick resolution of the issue.

Upon receipt of a complaint the trustee, Clerk or Warden will note the conversation and/or circumstances in which the complaint was received, and report it to the Clerk, who will keep a record of all ensuing steps.

If the complaint cannot be solved satisfactorily, quickly or through conversation, it should be made in writing to the Clerk. A written complaint should include sufficient detail to enable Millington's to investigate.

Upon receiving a complaint - verbal or written - the Clerk will consult with the trustee designated to deal with complaints; should further investigation be necessary, this will be conducted by the designated trustee and/or the Clerk, as appropriate. A written complaint will be acknowledged within seven working days, indicating the next course of action and the anticipated timescale. If necessary, the Clerk and the designated trustee will request an interview with the complainant. It may be appropriate for either party to be accompanied by a friend, colleague, or other representative. Millington's will seek to resolve the complaint as a matter of urgency.

If the complainant is still not satisfied with the outcome, they have 10 working days to submit a written appeal, which will be dealt with by the Chair of Trustees who will convene a special meeting

within 7 working days of the appeal being received. This meeting will include at least two other trustees, the Clerk, and any member of Millington's who may have relevant information. If appropriate, the complainant may also be asked to attend. The meeting will be minuted.

If a written response is still required, the Chair of Trustees will respond in writing to the complainant within 10 working days advising of the action taken to resolve the complaint.

If the complainant is still not satisfied with the response, then the matter – if relevant - could be dealt with through the Housing Ombudsman Service. This is an independent service.

Subject to an appeal to the Housing Ombudsman if relevant, the decision of the Trustees will be final.

Vexatious or unreasonable complaints

If a complaint is pursued unreasonably or where a resident's actions or behaviours are deemed to be unreasonable or overly persistent, Millington's reserves the right to close the complaint, informing the complainant of their reasons for doing so.

A complainant who displays threatening or abusive behaviour or language (whether verbal or written), that causes staff or trustees to feel threatened, abused and/or continues to contact the charity with unreasonable demands during/following a complaint investigation, may have their appointment set aside.

This policy has been approved for issue by the board of trustees of Millington's Hospital

Signature:.....*Daphne Capps.*.....

Name:.....*DAPHNE CAPPS*.....

Date:.....*24th AUGUST 2023*.....