

Complaints Procedure - members and other users of the Clubhouse
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Version	Amendments Made	Name	Date
1.0		Christopher Jeal	20/3/13
1.1	Amended to include the telephone helpline/information service	Bev Randall	25/06/2014
1.2		Bev Randall	24/06/2015
1.3	Change to wording form 'Chair' to 'Chair of the Board of Trustees'	Bev Randall	22/10/2015
1.4	Amend to include the evening sanctuary	Bev Randall	11/05/2017
1.5	Reviewed by the board	Bev Randall	26/05/2018
1.6	Approved by the Board	Bev Randall	October 2018
1.7	Minor changes; formatting and updated wording	Chris Thomas	15/09/20
1.8	New draft. Extended to include complaints against Trustees or the Chair.	Chris Thomas	14/01/21
1.9	Extensive revision following Finance and Performance Committee, September 2021	Chris Thomas	03/12/21

Complaints Procedure - members and other users of the Clubhouse

THIS PROCEDURE IS DISPLAYED PROMINENTLY THROUGHOUT THE CLUBHOUSE BUILDING

If you are disappointed by anything happening at the clubhouse, including the Evening Sanctuary or the Information Hub, you have a right to complain about it.

Procedure for making complaints

Stage 1: Informal resolution - In the first instance, please raise it with an Engagement Worker or any other member of staff. We hope that in our community most issues can be dealt with quickly and effectively without the need to make a formal complaint. If you are still not satisfied, then you should follow this procedure.

For all complaints except complaints about the CEO or a trustee:

Stage 2: complaint in writing to the Chief Executive – Complaints should be in writing by email or letter and addressed to the Chief Executive of Mosaic Clubhouse.

Investigations of complaints

- Complaints will be looked into either by the Chief Executive or someone chosen by them
- Your complaint will be acknowledged within two working days
- You will be informed about how the investigation's progressing within 20 working days
- You will receive a full written response to your complaint within 30 working days

If your complaint is about the Chief Executive or a Trustee, then it should be addressed to the Chair of Trustees, using the email complaints@mosaic-clubhouse.org.

If your complaint is about the Chair of Trustees, please address it in writing by email or letter to the Chief Executive.

The timescales for an investigation into complaints about the Chief Executive, the Chair of Trustees or any other Trustee remain the same.

Stage 3: Review – If you are not satisfied with the response to your complaint, then you may request a review. The request must also be in writing by email and will usually be addressed to the CEO. A request for a review of an outcome relating to the CEO or a trustee should be addressed to the Chair of trustees: requests relating to the Chair of the trustees should be addressed to the CEO or to another trustee. Requests will be acknowledged within two working days of being received. Following this, a review will be carried out either by the Chair of the Board of Trustees, someone chosen by them or by an external reviewer as appropriate. You will be informed of this progress within 20 working days.

If your complaint has not been resolved through the steps in this policy, you may wish to complain to the Charity Commission. The gov.uk website has information about where to send your complaint: www.gov.uk/complain-about-charity

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If you believe you have witnessed any of the following activities at Mosaic Clubhouse, please use our Whistleblowing Policy and email your concerns to whistleblowing@mosaic-clubhouse.org

- Conduct which is an offence or a breach of law
- Imminent health and safety risks
- Damage to the environment
- Professional malpractice
- A miscarriage of justice
- Fraud, theft, bribery or corruption
- Improper or unauthorised use of Mosaic Clubhouse funds, resources or time
- Unethical or improper conduct.

Any individual using the Information Hub service by telephone will be sent this procedure on request.

Register

A register of all the complaints that have been made, along with their outcomes, is kept on file. Any complaint that does not have any confidential information inside is free to be looked at by anyone.

The number and type of complaint is reported to the Board every quarter.

General

Any questions or comments should be addressed to the Chief Executive.