

Complaints Information Leaflet

Complaints

It is MHA's aim to provide the best possible service to everyone using our services. Your feedback is always welcome, and, with your help, we can continue to improve what we offer and the way that we do things.

If you have a concern, please tell us as this is really important to us. Our complaints process has four stages. We accept complaints in any form.

Getting in touch

Often the quickest way to put things right is for you to raise it as soon as possible with the Manager of the local service, who will be happy to address the issue when you raise it, with the aim of providing a satisfactory outcome within five (5) days.

We do appreciate that sometimes this isn't possible and / or if the Manager's response to your complaint is unsatisfactory to you, then you can get in touch with our Customer Services Manager in any of the following ways –

- Telephone 01332 221896
- Email feedback@mha.org.uk
- Webform www.mha.org.uk/contact/feedback/

We will not treat you or your loved one any differently if you make a complaint. We can also accept complaints from people acting your behalf if you'd prefer, we'll just need your permission to discuss it with them.

Our process and timescales: Stage 1

We will log and acknowledge your complaint with the aim of providing a satisfactory outcome within five (5) days.

Our process and timescales: Stage 2

If you believe the Manager's response to your complaint is unsatisfactory you can ask our Customer Services Manager, using the contact details in the 'Getting in touch section' above, to escalate your complaint to Stage 2. We will acknowledge your complaint within five (5) calendar days and let you know who will then investigate for you.

We will formally respond to your complaint within fifteen (15) calendar days. Your complaint will be reviewed by an Area Manager or another Senior Manager.

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Our process and timescales: Stage 3

If, after our response you are still dissatisfied, you should inform the Customer Services Manager, who will forward the complaint to a relevant MHA Head of Department or Director. We will acknowledge your request for review within five (5) calendar days.

We will formally review and respond to your complaint within eighteen (18) calendar days.

Our process and timescales: Stage 4

If you are dissatisfied with the outcome from Stage 3, you should inform the Customer Services Manager who will refer the complaint to our Complaints Appeal Panel consisting of a member of MHA's Executive Leadership Team and an MHA Board Member, one of whom may be a person using our service.

The Customer Services Manager will arrange for this to happen within eighteen (18) calendar days.

Exceptions to the normal process

If there is to be an unavoidable delay in meeting any of the deadlines above, the Customer Services Manager will explain why and agree a new deadline for a response with you.

If we fail to provide a response within fifty-six (56) calendar days of first receiving your complaint at Stage 2, or any later agreed deadline, you may refer your complaint to the relevant Ombudsman service.

Referring Complaints to External or Independent Bodies

If your complaint is about an MHA care service (in a care home or housing with care scheme), you may, at any time, complain to one of the following bodies:

- For Council or NHS-funded care services, the body who arranged the placement / service.
- For Council and privately funded care services:
 - In England, the Local Government and Social Care Ombudsman
 - In Wales, the Public Services Ombudsman for Wales
 - In Scotland, the Scottish Public Services Ombudsman (residents of Methodist Homes Housing Association)
 - In Scotland, Healthcare Improvement Scotland (residents of Methodist Homes).

You may also inform the Care Quality Commission (CQC) in England, Care Inspectorate Scotland (CIS) or Care Inspectorate Wales (CIW), as appropriate. They

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do not usually investigate individual complaints or offer redress but take them into account in developing their inspection programmes.

If your complaint is about property-related matters, you may complain to:

- In England and Wales, the Housing Ombudsman Service (residents of Methodist Homes Housing Association)
- In England and Wales, The Property Ombudsman (residents of Methodist Homes)
- In Scotland, the First-tier Tribunal (Housing and Property Chamber).

If your complaint is about fundraising, you may complain to the Fundraising Regulator.

If your complaint is about construction defects, and is within the relevant time-limits, you may complain to the Consumer Independent Dispute Resolution Scheme.

For more information on these organisations, please see the relevant website or ask the local Manager to help you.

Please **note** that several of these organisations will not usually consider a complaint until you have exhausted our internal complaints procedure and received our final decision.

In addition, MHA will –

- co-operate with anyone acting on your behalf (in the same way as we would co-operate with you)
- co-operate fully with the relevant Ombudsman during any investigation and comply fully with the resulting decision, which will be binding on us
- provide you with contact details for the relevant Ombudsman. However, we would welcome the opportunity to resolve your complaint through our Complaints Procedure first

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