

COMPLAINTS PROCEDURE

How to make a complaint

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 we do things. We will not treat you any differently if you make a complaint.

Stage 1 – Local Response

If you are dissatisfied with the service you receive, please raise it as soon as possible with the Manager of the local service, who will be happy to address the issue straight away, with the aim of providing a satisfactory outcome within five (5) days.

Stage 2 – Formal Complaint

If the Manager's response to your complaint is unsatisfactory, please contact –
The Customer Services Manager, MHA, Epworth House, Stuart Street, Derby DE1 2EQ.
Email (feedback@mha.org.uk), or phone 01332 221896.

We accept complaints in any form.

We will acknowledge your complaint within five (5) calendar days and let you know who will investigate your complaint. We will formally respond to your complaint within fifteen (15) calendar days (see 'note' below).

Stage 3 – Review of Complaint

If, after our response you are still dissatisfied, you should inform the Customer Services Manager at the address given in Stage 2 above, 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 (see 'note' below).

Stage 4 – Appeal Panel

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 (see 'note' below).

Note: 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 do not 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