

# Complaints, comments and feedback policy and procedure

## Introduction

MHFA England is committed to providing exceptional customer service. While every effort is taken to provide exceptional customer service, sometimes mistakes are made. When something goes wrong, we want people to tell us about it. This will help us to improve our standards.

A complaints, comments and feedback procedure has been set up for people who feel dissatisfied with the services MHFA England provides.

People have a right to provide constructive feedback and have it investigated. MHFA England aims to learn from any mistakes and the complaints, comments and feedback procedure is seen as very important in the continuous improvement cycle.

The MHFA England complaints, comments and feedback procedure emphasises a personal approach, with the object of solving problems quickly and simply at the earliest stage. It is hoped that the majority of issues can be settled satisfactorily through the informal procedure, and that only in exceptional circumstances will it be necessary to pursue any issues through the formal procedure.

All complaints, comments and feedback will be dealt with sensitively, promptly and in confidence. Complaints, comments and feedback must be raised no more than three months from the action or event with which the person raising their concerns is dissatisfied. Complaints, comments and feedback raised outside this time frame will not be considered.

## Timescales

All timescales shown refer to that 'maximum' period that action should commence. While the time taken to address the appropriate action will vary from case to case, every effort should be made to resolve issues as soon as practicable. If MHFA England is not able to meet the timescales laid out, an interim response will be made informing the person raising their concerns of the action taken to date or being considered. Please note that if the person raising their concerns do not comply with the timescales appropriate to them, the investigation into the complaint, comments and/or feedback will cease.

## Informal resolution

The aim should always be to address concerns informally through negotiation between those individuals who are immediately concerned with the issue. Dissatisfaction often arises from misunderstanding so a concern should, whenever possible, be raised with the person whose actions or inaction are the cause of the dissatisfaction, or with the manager who has responsibility for the provision of the service or implementation of the policy.

If, having pursued the matter informally, the person believes that their complaint, comments and/or feedback has not been appropriately, fairly or reasonably addressed, the person may then follow the formal procedure below.



MHFA England

## Stage 1

If the person believes their complaint, comments and/or feedback has not been addressed informally, they should contact MHFA England within ten working days at [feedback@mhfaengland.org](mailto:feedback@mhfaengland.org) or 0203 928 0760.

The person should give a clear, concise statement of their complaint, comments and/or feedback, with details of any steps taken previously to address it. They will receive an acknowledgement of their complaint, comments and/or feedback within five working days of its receipt.

The person raising their concerns will be passed to the appropriate manager who will investigate their concerns and find a resolution. If needed, the manager will request a face to face or telephone meeting with the person raising their concerns to discuss further details. Should the person refuse this meeting, MHFA England will not be able to continue their investigation.

Once their investigation is complete, the manager will send the person raising their concerns a detailed written reply to their complaint, comments and/or feedback, including their suggestions for resolving the matter, within ten working days.

## Stage 2

Should the person be dissatisfied with the outcome, they can appeal within ten working days of receiving the outcome from stage one. This will be passed to the most appropriate member of MHFA England Leadership Team who will review the action taken in respect of the the person raising their concerns and will write to person within ten working days although if the matter is complex and interviews need to be undertaken, this may be extended after consultation.

## Regulator of Community Interest Companies

If a person remains dissatisfied with the outcome of their complaint, comments and/or feedback, they can write to the Regulator of Community Interest Companies at the following address:

The Office Manager

Office of the Regulator of Community Interest Companies  
Room 3.68  
Companies House  
Crown Way  
Cardiff CF14 3UZ

## **Complaints, comments and feedback information**

MHFA England will keep a written record of each complaint, comments and feedback, giving details of the name of the person raising their concerns, the nature of the complaint, comment or feedback and how it has been resolved in accordance to our privacy policy that can be found on our website, [mhfaengland.org](https://mhfaengland.org).

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