

## COMPLAINTS POLICY

Midaye Somali Development Network provides a range of services and support for local migrant communities that do not speak English as a first language. To provide an appropriate and high standard of support we encourage our service users to provide us with feedback in the form of complaints and comments, letting us know when we get things right and when we get it wrong. We want to learn from this feedback and work to resolve complaints as quickly as possible, making necessary adjustments and improvements to our services in the process. All complaints will be treated with respect and fairness at all times and we ask all service users to be respectful in their dealings with our staff and volunteers at all times.

We will provide language support to those who require it who are looking to express a comment or complaint concerning our services.

Midaye will deal with complaints promptly. We will acknowledge receipt of a written complaint within five working days and we will send the complainant a full reply within 20 working days of receipt. If we cannot send a full reply within 20 working days of receipt, we will provide a reason why and provide a new deadline for providing a full response.

### WHAT IS A COMPLAINT

We consider a complaint to be any expression of dissatisfaction with our services which calls for a response. A complaint is about a service users experience, whether justified or not. It may relate to:

- the standard of service we provide.
- the behaviour of our staff.
- any action or lack of action by Midaye trustees, staff or volunteers negatively affecting an individual or group.

However, within this definition, we will not respond to complaints that involve:

- comments about Midaye policy decisions.
- dissatisfaction with our policies or decisions about individual cases.
- matters that have already been fully investigated and handled according to this policy.
- are anonymous.

## COMMITMENT TO NON-DISCRIMINATION AND FAIR TREATMENT

We commit ourselves to treating every complaint fairly and, in particular, we commit to treating all users and complainants equally and fairly regardless of their:

- sex or marital status or family status (including gender reassignment).
- sexual orientation.
- colour or race: this includes ethnic or national origin or nationality
- disability.
- religious or political beliefs, or trade union affiliation.
- other unjustifiable factors, for example language difficulties or age.

## HOW TO MAKE A COMPLAINT

Complaints can be made in person, by telephone, by letter, or by email and will be treated in confidence by Midaye's staff.

Service users may complain:

- In person – complainants should approach a member of staff and express their dissatisfaction in a courteous manner referring to this policy. Complaints **should not** be made to volunteers or other representatives of Midaye.
- By telephone – complainants should call **020 89697456** and ask to lay a complaint by referring to this policy.
- By email – complainants should send an e-mail to [philip@midaye.org.uk](mailto:philip@midaye.org.uk) marked **COMPLAINT** in the subject line of the message.
- In writing – complainants should address their letter to **The Director, Midaye Somali Development Network, Office 6, 7 Thorpe Close, London W10 5XL**

If the complaint concerns the Director or one of Midaye's trustees, it should be directed in writing (email or by letter) to the **Chair of the Board of Trustees**.

If the complaint concerns the Chair of the Board, it should be directed in writing (email or letter) to the **Secretary of the Board of Trustees**.

To ensure that complaints are resolved as quickly as possible, complainants are encouraged to provide us as much detail as possible in their initial complaint, including dates, names of any witnesses, any relevant documents and correspondence.

## HANDLING COMPLAINTS

Upon receipt of a complaint, Midaye will contact the relevant responsible employee and ask them to deal with your complaint. They will do so in writing within the specified time frame.

A senior manager will respond to complaints on behalf of volunteers.

If the complainant is dissatisfied with the first response, they may request that it is reviewed by the Director (or Chair if the complaint involves the Director).

If the complainant is still dissatisfied after a review, he/she may write to the Chair to have their complaint considered at the next board meeting. Such a request will be acknowledged in writing within five working days and the complainant will be informed of the date of the board meeting at which the complaint will be considered.

If a complainant is still not happy that matters have been dealt with even after consideration from the board, they should be encouraged to contact an independent third-party regulator or authority:

- Complaints about fundraising: Contact the Fundraising regulator who investigates complaints about poor fundraising practice by visiting: <https://www.fundraisingregulator.org.uk/more-from-us/resources/complaints-process>
- Complaints about advertising: Contact the Advertising Standard Authority who investigates complaints about an advertising campaign that may be offensive, deceptive or inaccurate by visiting: <https://www.asa.org.uk/make-a-complaint.html>
- Complaints about charity governance, management or operations: Contact the Charity Commission who investigates all other complaints about a charity organization. You can do this by visiting <https://forms.charitycommission.gov.uk/raising-concerns/>

## COMMENTS

As well as learning from complaints we are also interested in other ideas that service users may have on how we might do things better. We would also like service users to provide us with feedback when we do things well. Comments will always be appreciated and given due consideration. We will use these comments to help us improve our service and the way we do things.

Service users can make comments to us in person, by telephoning or writing to any members of our staff, or by email.

## ACCESSING THIS POLICY

If you would like the policy or a response to a complaint in another language or format, please let us know and we will take reasonable steps to accommodate any requests you may make to enable you to complain and comment in an accessible way.

COPIES OF THIS POLICY ARE AVAILABLE AT ALL TIMES AT MIDAYE SDN CENTRE AND CAN ALSO BE REQUESTED IN PERSON, BY POST, FAX OR E-MAIL AND WILL BE DISPATCHED ON THE SAME DAY.

The content of this document is extracted from the broader Service Standards, Complaints and Feedback Policy. It is provided in this format for ease of use and this version should be provided to service users and made available on the organisation's website.

Date revised: **April 2022**