

## **Complaints policy and process**

*Last reviewed: October 2024*

### **The complaint policy**

The Money and Mental Health Policy Institute views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

#### **Our policy is:**

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do
- To make sure staff at Money and Mental Health know what to do if a complaint is received.

### **Definition of a complaint**

A complaint is an expression of dissatisfaction about any aspect of the Money and Mental Health Policy Institute's administration or conduct.

While we are open to discussing differences of opinion about the policy positions of the Charity, this in itself does not constitute a complaint.

### **Responsibility and review**

Overall responsibility for this policy and its implementation lies with the Chief Executive and Senior Leadership Team.

A log of complaints is maintained, and headline information shared with the Finance and Audit Committee of the board of trustees on a quarterly basis.

### **Expectations of complaint handling**

- A complaint can be made by phone, in person, or in writing via post, [email](#) or on our social media channels, from any person or organisation external to Money and Mental Health. (Contact details for complaints may be found below)
- In making a complaint people can expect to be listened to, treated with respect and for their concerns to be taken seriously.
- All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.
- Money and Mental Health will endeavor to resolve complaints as quickly and as efficiently as possible.
- The head of the relevant team will be notified of all complaints, whether or not they are resolved, within three days of the complaint being received, and a record of the complaint will be made in the Money and Mental Health complaints log.

## The formal complaint process

### Stage 1

- Where possible, we will make every effort to resolve your initial complaint at the first point of contact.
- Where it is not possible to resolve the complaint at the initial point of contact, the complainant will be offered the option to escalate this further as a formal complaint. If that offer is taken up, a member of staff with the appropriate level of seniority will be appointed to investigate the matter.
- An acknowledgement of the formal complaint will be provided within five working days. This will provide details of who is dealing with the complaint and the likely timescale for resolution.
- We aim to provide a final response to a complainant within 30 days. On the rare occasion that an investigation is not completed within this timeframe, the complainant can expect to receive an update of the progress of the investigation, and an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the final response will provide brief details of the actions we have taken to investigate the matter, the conclusions reached, the reasons for this, and any further action taken as a result of the investigation.

### Stage 2

- If you feel that your formal complaint has not been satisfactorily resolved at Stage One, you can request that your complaint is reviewed at a higher level. At this stage, the complaint will be passed to the Chief Executive who may investigate the facts of the case or delegate a suitably senior person to do so.
- In the case of the Chief Executive being the subject of the complaint, a nominated trustee will be appointed by the Chair or Vice-Chair to investigate the matter.

- The request for higher level review will be acknowledged within five working days of receiving it, and an acknowledgement will be provided, detailing who is dealing with the matter.
- In considering the complaint, the person responsible may review the paperwork of the case and speak with the person who dealt with the complaint at Stage One.
- We will aim to provide a final response to stage two complaints within 30 days. Where this is not possible, because for example, an investigation has not been fully completed, an update on the progress of the complaint will be provided with an indication of the expected timescales for a full response.
- Whether the complaint is upheld or not, the final response will provide brief details of the actions we have taken to investigate the matter, the conclusions reached, the reasons for this, and any further action taken as a result of the investigation.
- The decision taken at stage two is final, unless the Chief Executive or trustees decide it is appropriate to seek external assistance with resolution.

### External stage

- The complainant can complain to the Charity Commission at any stage. Information about how to complain to the Commission can be found on the gov.uk website at: <https://www.gov.uk/government/publications/complaints-about-charities>.

### Repeat complaints

When a complaint reaches the end of Stage 2 in the process it will be considered to be resolved. Where we receive repeated submission of a substantively similar complaint by the same complainant, it will not lead to the case being reopened. If the same complainant wishes to raise another matter this will be treated as a new complaint.

If a complainant makes repeated, vexatious or abusive complaints, which are not upheld, consideration will be given to whether each needs to be investigated independently or a decision may be taken in these circumstances to consider a complaint resolved if it is sufficiently similar to previous complaints.

### Complaint contact details:

Email: [contact@moneyandmentalhealth.org](mailto:contact@moneyandmentalhealth.org)

**Post:** Chief Executive. Money and Mental Health Policy Institute, King's College Policy Institute, Virginia Woolf Building, 22 Kingsway, London, WC2B 6NR

We are happy to arrange a time to call you back if it's easier to talk on the phone.