



**MOVING FOR
CHANGE**

Moving for Change Complaints and Compliments Policy

About us

We exist to improve the quality of life for nomadic Gypsies and Travellers and the communities in which they live across the UK.

Introduction

Moving for Change aims to provide a fair, equitable and open service. We welcome comments or suggestions on ways to improve the services we provide. We are committed to making the process for making complaints or registering compliments as easy as possible. We are committed to providing a high quality service, which puts the needs of our members and commissioned services first.

We aim to treat everyone with respect and to be accessible and approachable. Unfortunately, despite all best intentions things can still go wrong. When this happens we need to be informed so that every effort can be made to put things right and to prevent such errors in future. We also understand that in order to recognise effective and good practice it is helpful to record and monitor any compliments that we receive.

How to make a complaint?

Informal - Verbal

Members and Stakeholders

Wherever possible, the complaint should be addressed verbally to the Moving for Change Chair or nominated persons. It is hoped that most problems can be resolved, however, if it is not possible to sort out the problem immediately we would aim to respond, detailing how the complaint is being dealt with within 7 days. These details should be shared with the Moving for Change contract management provider for recording on the complaints log.



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If you are not satisfied with the response you can escalate to a formal, written complaint.

Commissioned services

In the case of end users of services commissioned through Moving for Change the matter should, if possible, be raised using the commissioned services complaints and compliments policy. If it is not possible or appropriate to raise issues through their process the matter should be brought to the attention of the Moving for Change chair. All complaints must be shared with the Moving for Change contract management provider for recording on the complaints log.

Formal – Written

You can submit a written complaint the Moving for Change Board, via the board secretariat:

Email: sharon@leedsgate.co.uk

Or post:

FAO Admin & Ops Manager

169 Cross Green Lane

Leeds

LS9 0BD

On receipt of a written complaint the board secretariat will acknowledge the complaint and detail an initial response within 14 days. The complaint will be logged and the process tracked. All personal identifying data will be kept in accordance with our GDPR data protection, data retention and privacy policies.

The complaint will then be passed to a lead investigator appropriate to the content of the complaint. The lead investigator will be independent to the content of the complaint, wherever possible. The complaint will be thoroughly investigated and a further holding response or a full reply will be issued within 14 days of the initial response. We aim to keep you updated on the progress of your complaint. Where complaints are complex they may take longer than 28 days to assign and investigate.



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Appeals

If you feel the complaint has still not been resolved to your satisfaction you can make an appeal via the board secretariat. The appeal will be allocated where possible to somebody senior to the lead investigator. You will be kept advised of a reply date, given progress updates if the process will be lengthy and we would aim to conclude your appeal within 30 days if possible. However, where complaints are serious or complex in nature, this could take longer to complete.

Investigating a complaint

The views of all parties will be sought and evidence of any misconduct requested. Where necessary, both parties will be interviewed and their concerns recorded – these records will be signed by the interviewee and the investigator as an accurate record. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case (the panel also has the right to have an advisor present).

Unreasonable and unreasonably persistent complainants

Unreasonable and unreasonably persistent complainants are those complainants where, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their, or other people's, complaints.

Others may pursue complaints which appear to have no substance or which have already been investigated and determined and whereby the organisation is satisfied with its process.

Examples of unreasonable actions and behaviours

These are some of the actions and behaviours which organisations often find problematic. Single incidents may be unacceptable, but more often the difficulty is caused by unreasonably persistent behaviour that is time consuming to manage and interferes with proper consideration of the complaint:



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- Refusing to specify the grounds of a complaint, despite offers of help;
- Basing complaints on misinformation;
- Refusing to cooperate with the complaints investigation process;
- Refusing to accept that certain issues are not within the scope of a complaints procedure;
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced;
- Changing the basis of the complaint as the investigation proceeds;
- Denying or changing statements he, she or they made at an earlier stage;
- Introducing trivial or irrelevant new information at a later stage;
- Raising many detailed but unimportant questions, and insisting they are all answered;
- Submitting falsified documents from themselves or others;
- Adopting a 'scatter gun' approach: pursuing parallel complaints on the same issue with various organisations;
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous staff, or detailed letters every few days, and expecting immediate responses;
- Submitting repeat complaints with minor additions/variations the complainant insists make these 'new' complaints;
- Refusing to accept the decision; repeatedly arguing points with no new evidence.

Decision making around unreasonable and unreasonably persistent complaints

Should the above apply to an individual complaint or a complainant then a recommendation will be made by the lead investigator to inform the complainant that their complaint fits these criteria and why, this decision will be checked against the policy by the Moving for Change chair of the board.

What happens when a complaint is considered to be unreasonable or unreasonably persistent?



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The policy and reasoning will be explained to the complainant. The organisation may choose to put limits on contact from the complainant and will set out the timescale and nature of these.

The organisation will set out what it will and will not consider under its complaints process and how future complaints with the same content or theme will be responded to.

Step by Step Guide

1. If you feel comfortable to do so, raise your issue informally / verbally with a person you are in contact with at Moving for Change
2. If you are not satisfied or you are not comfortable with Step 1, make a written / formal complaint to the Moving for Change secretariat.
3. Your complaint will be acknowledged and an initial response sent within 14 days. The Moving for Change contract management team will log your complaint and assign a lead investigator. It may be possible to conclude some complaints at this stage through the provision of information or where a complaint is judged as unreasonable or unreasonably persistent.
4. Your complaint will be investigated; the level of investigation will be proportionate to the complaint but may include requesting evidence from yourself or interviewing yourself. We will also interview Moving for Change persons involved in the complaint and request evidence from them. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case (the panel also has the right to have an advisor present).
5. The board secretariat will keep you informed of the progress of your complaint and will aim to either conclude or send a holding response and update on your complaint within 14 days of initial acknowledgment.
6. You have the right - if dissatisfied with the results of the inquiry - to appeal the decision. Your appeal should be addressed to the board secretariat and will then be logged and assigned to a lead investigator.
7. The decision of the appeal will be final.
8. If a complaint is upheld and where appropriate, Moving for Change will make a written apology to the complainant. Moving for Change will take internal steps to address the nature of the complaint.



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9. All complaints (verbal informal and written formal) and the response made to them will be recorded and filed by the contract management team in a secure place. All personal identifying data will be kept in accordance with our GDPR data protection, data retention and privacy policies. Copies of these are available upon request.
10. The Moving for Change Board shall be informed by the contracts manager at the first available meeting of the number and nature of any formal complaints and their outcome. There will also be an annual review of complaints and conclusions presented to the Moving for Change Board. Consideration will be given to the implications these have for the planning and management of future services annually, as part of Moving for Change's self-evaluation.

Compliments

All Moving for Change members and commissioned services will make an effort to record any positive verbal feedback they receive; this information should be stored and shared in line with their project monitoring arrangements. They will be shared with the Moving for Change board at board update meetings.

Contact details

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Compliments and Complaints policy adopted by the Executive Board:



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Moving for Change

Controlled Document

Document Name:	Compliments and Complaints
Document Reference Number:	HR1
Document Version Number	1
Review Schedule	Every 2 years
Next review due	October 22
Owner (Responsibility)	Board secretariat

Document Description

This document outlines the organisations procedures for managing and recording complaints and compliments

Implementation and Quality Assurance

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every two years by the policy owner and Moving for Change Board, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please speak to the policy owner