



MINISTRY OF STORIES

Complaints Policy and Procedure

Updated October 2019

POLICY STATEMENT

We do our very best to offer a high quality service to the children and young people we are here to support, as well as provide a positive experience for the families, schools, donors, volunteers and partners who in turn support us. We are always looking for ways we can improve.

Ministry of Stories recognises the importance of all complaints and welcomes them as they provide valuable feedback about our work and programmes. We are committed to using the information we receive to help drive forward improvements.

This policy outlines the aims of the Ministry of Stories in dealing with complaints and sets out what you can expect when making a complaint regarding our charity, services or programmes.

A complaint may be about a delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service or set of services that we provide

It's all part of us being accountable to you.

I. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of this procedure so that people know how to contact us to make a complaint.
- To make sure that everyone at Ministry of Stories knows what to do if a complaint is received.
- To make sure that 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 learn and improve what we do.

2. Where Complaints Come From

Complaints may come from volunteers, children and young people, parents and carers, learners and placements, donors and supporters, partners and members of our local community.

A complaint is encouraged to be received in writing.

This policy does not cover complaints from staff, who should use the appropriate procedures in the Ministry of Stories Staff Handbook and Policies folder (e.g. Harassment, Grievance, Capacity, Safeguarding, Whistleblowing, etc.).

Please note that any specific data protection complaint or query needs to be submitted to the Ministry of Stories' Deputy Director (data protection lead) by email on hello@ministryofstories.org or in writing to Deputy Director, Ministry of Stories, 159 Hoxton Street, London N1 6PJ.

3. Confidentiality

All complaint information will be handled sensitively, shared only those relevant for the investigation of the complaint, and following any relevant data protection requirements.

4. Responsibility

Overall responsibility for this policy and its implementation lies with the Senior Management Team (Director and Deputy Director).

5. Procedure

Complaints should be encouraged to be sent in writing to Deputy Director, Ministry of Stories, 159 Hoxton Street, London N1 6PJ or by email at hello@ministryofstories.org. There is also a Stage One Form that can be obtained from any of the Ministry of Stories staff team (in person, by post or email).

6. Receiving Complaints

Complaints received by telephone or in person will be encouraged where possible to confirm their complaint in writing.

The person receiving a complaint via a phone or in person should:

- Write down the facts of the complaint as they are provided, or as soon as possible after the event;
- Take the complainant's name, address and telephone number;
- Note down the relationship of the complainant to Ministry of Stories;
- Tell the complainant that we have a complaints procedure;
- Tell the complainant what will happen next and how long it will take;

- Where possible/appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

7. Resolving Complaints

7a. Resolving Complaints - Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to a member of the Senior Management team **within one week**.

Complaints should be acknowledged by the person handling the complaint **within one week**. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally, complainants should receive a definitive reply **within two weeks**. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

7b. Resolving Complaints - Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at a higher level. At this stage, the complaint will be passed to the Director.

The Director may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

Ideally, complainants should receive a definitive reply **within four weeks**. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final.

8. Monitoring and Learning from Complaints

Complaints are reviewed quarterly by the Senior Management team to identify any trends which may indicate a need to take further action.

An anonymised summary of complaints will be reported to the trustees of Ministry of Stories on a quarterly basis.

Updated policy approved by Board, October 2019
To be reviewed every 2 years.
Date of next review: October 2021

STAGE ONE: Complaints Form

Complaint ref. no.

Your Name*: _____

Your Address _____

Telephone / Email: _____

What is your relationship to Ministry of Stories (e.g. parent of child attending one of our clubs)?

Please provide details of your complaint below, providing as much detail as possible (including dates and people involved if relevant) and continue on the back page if needed.

***ANONYMOUS COMPLAINTS** - We understand that it might feel difficult for you to complain, but please be assured that we treat all complaints in the strictest confidence and that it is your right to complain. If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of any work or further investigation.

Thank you for taking the time to fill out this form. Please hand this into a staff member of Ministry of Stories. We will get back to you **within one week** to let you know who is handling your complaint and when you can expect a reply.

Your Signature:

Date:

Name of Ministry of Stories representative who received form:

Date:

Ministry of Stories - Complaint follow up - Stage One**Complaint ref. no.**

Internal use only

Name of complainant: _____

Throughout the process, the MoS team member handling the complaint should tick and date the below as each part is completed:

	Complaint has been recorded on the MoS central spreadsheet and been passed on to relevant MoS team to be investigated. Date:
	Person making complaint has been contacted to let them know who is handling their form, and when they should expect a reply. Date:
	Stage One complaint response sent to complainant Date:
	Summary of response and action taken to resolve complaint:
	Written complaint has been scanned and saved into complaint file & original paper record shredded. Date:
	Basic record created on Salesforce and scan of complaint uploaded & password protected Date:

Please confirm all work on this complaint has been completed, by signing and dating below:

Name of Ministry of Stories representative:

Date:

STAGE TWO: Complaints Form

Original complaint ref. no.

Your Name*: _____

Your Address _____

Telephone / Email: _____

What is your relationship to Ministry of Stories (e.g. parent of child attending one of our clubs)?

Why do you feel your complaint has not been resolved?

Thank you for taking the time to fill out this form. Please hand this into a staff member of Ministry of Stories who will pass it onto our Director. We will get back to you **within one week** to let you know who is handling this Stage Two complaint and when you can expect a reply.

Your signature:

Date:

Name of Ministry of Stories representative who received form:

Date:

Ministry of Stories - Complaints follow up - Stage Two

Original complaint ref. no.

Internal use only

Name of complainant: _____

Throughout the process, the Director should tick and date the below as each part is completed:

	Complaint has been recorded on the MoS central spreadsheet and passed onto Director for investigation. Date:
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	Person making complaint has been contacted to let them know who is handling their form, and when they should expect a reply. Date:
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	Stage Two complaint response sent to complainant Date:
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	Summary of response and action taken to resolve complaint:
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	Written complaint has been scanned and saved into complaint file & original paper record shredded. Date:
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	Basic record created on Salesforce and scan of complaint uploaded & password protected Date:
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Please confirm all work on this complaint has been completed, by signing and dating below:

Director:

Date: