



COMPLAINTS POLICY AND PROCEDURE for Service Users


This Policy has been adopted by Mosaic – Supporting Bereaved Children (Mosaic) through the Board of Trustees who remain responsible for its review every 2 years.

Policy reviewed and agreed:

Signed: 

Date: 31/01/2020

Name: David Hannibal
(Trustee)

Signed: 

Date: 31/01/2020

Name: Margaret Hannibal
(Designated Person)

CEO
(Position)

General statement

Mosaic aims to provide all service users with the best possible service and positively welcomes suggestions you may have for how it can be improved.

When users of our services feel that the quality or level of service is a cause for concern they will be able to raise a complaint and all grievances shall be reviewed, logged and assessed in an efficient, courteous and professional way. Feedback shall be provided in a timely please state what time frame e.g. two weeks and open manner and will be seen as an opportunity to learn to avoid repetition. To ensure that the complaint process is impartial where appropriate, independent consultants or experts may also be engaged to analyse and help close-out unresolved complaints.

In first instance, talking with the person at the point of service delivery will suffice should a problem arise. If you have a complaint, we would like you to tell us about it through the following steps:

1. If there is have a cause for concern, it should be taken up with the CEO who will try to resolve the issue informally.
2. If unresolved, or the complainant is not satisfied after raising the issue with the CEO, a formal complaint can made in writing to the Trustees who will acknowledge it in writing in within two weeks of receipt of the letter. A copy of the letter should be kept by the complainant. If an interpreter or independent advocate is required, Mosaic can arrange this for you.
4. The CEO shall in consultation with the Chair of the Trustee Board, review and assess the complaint.
5. The CEO shall communicate the results of the investigation to you within two weeks of receiving the complaint.
6. If dissatisfied with the results of the review the complainant may put the case in writing or personally to a panel comprising at least three members from the Mosaic Trustee Board. If attending personally, the complainant can be accompanied by a friend or independent advocate to help put the case.
7. Where appropriate, Mosaic will make a written response to the complainant, outlining the investigation of the complaint and state any action necessary to mitigate the cause of the complaint.
8. All formal complaints and the response made to them will be recorded and filed in a secure place within the Mosaic premises.
9. The Trustee Board shall be informed by the CEO at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Mosaic self-evaluation and continuous improvement .

If a complaint relates to the CEO complaints should be made directly to the Chair of Trustees, details of which can be found on the website.

Mosaic's complaints procedure will be publicised to organisations and individuals who use the service and who request the information.