



MaCTRI

Complaints Procedure

Revised April 2022

MaCTRI Complaints Procedure Index

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Part 1: General Principles of complaints

Dealing with Complaints – Initial concerns

1. MaCTRI's needs to be clear about the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints.

2. These key messages deal with complaints but the underlying principle is that concerns ought to be handled, if at all possible, without the need for formal procedures. The requirement to have a complaints procedure need not in any way undermine efforts to resolve the concern informally. In most cases the project coordinator or the individual delivering the service in the case of extended MaCTRI provision, will receive the first approach. It would be helpful if staff were able to resolve issues on the spot, including apologising where necessary.

Dealing with Complaints – Formal procedures

3. The formal procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

4. MaCTRI's might wish to nominate a member of staff to have responsibility for the operation and management of the MaCTRI complaints procedure. They could be termed the MaCTRI's 'complaints co-ordinator'. In smaller projects this may often be the Project Coordinator.

Framework of Principles

5. An effective Complaints Procedure will:

- encourage resolution of problems by **informal** means wherever possible;
- be easily **accessible** and **publicised**;
- be **simple** to understand and use;
- be **impartial**;
- be **non-adversarial**;
- allow **swift** handling with established **time-limits** for action and keeping people informed of the progress;
- ensure a full and **fair** investigation by an independent person where necessary;
- respect people's desire for **confidentiality**;
- address all the points at issue and provide an **effective** response and **appropriate** redress, where necessary;
- provide **information** to the MaCTRI's senior management team so that services can be improved.

Investigating Complaints

6. It is suggested that at each stage, the person investigating the complaint (the complaints co-ordinator), makes sure that they:

- establish **what** has happened so far, and **who** has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information is necessary);
- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct the interview with an open mind and be prepared to persist in the questioning;
- keep notes of the interview.

Resolving Complaints

8.. At each stage in the procedure MaCTRI will want to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review MaCTRI policies in light of the complaint.

9 It would be useful if complainants were encouraged to state what actions they feel might resolve the problem at any stage. An admission that the MaCTRI could have handled the situation better is not the same as an admission of negligence.

10. An effective procedure will identify areas of agreement between the parties. It is also of equal importance to clarify any misunderstandings that might have occurred as this can create a positive atmosphere in which to discuss any outstanding issues.

Vexatious Complaints

11. If properly followed, a good complaints procedure will limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue, the chair of the COMMITTEE is able to inform them in writing that the procedure has been exhausted and that the matter is now closed.

Time-Limits

12. Complaints need to be considered, and resolved, as quickly and efficiently as possible. An effective complaints procedure will have realistic time limits for each action within each stage. However, where further investigations are necessary, new time limits can be set and the complainant sent details of the new deadline and an explanation for the delay.

Part 2: The Formal Complaints Procedure

The Stages of Complaints

13. An efficient MaCTRI complaints procedures will have well-defined stages. A flow chart of suggested stages can be found in Annex C. At each stage it would be helpful to clarify exactly who will be involved, what will happen, and how long it will take. There may, on occasion, be the need for some flexibility; for example, the possibility of further meetings between the complainant and the member of staff directly involved and further investigations may be required by the Project Coordinator after a meeting with the complainant. Both of these examples could be included.

14. Three MaCTRI-based stages are likely to be sufficient for most MaCTRIs:

- Stage one: complaint heard by staff member (though not the subject of the complaint);
- Stage two: complaint heard by Project Coordinator;
- Stage three: complaint heard by Board of Committee's complaints appeal panel;

15. Regardless of how many stages the MaCTRI chooses, an unsatisfied complainant can always take a complaint to the next stage.

16. An effective procedure will specify how a complaint will be dealt with if it concerns the conduct of the Project Coordinator or a Director or where a Project Coordinator or Director has been involved in the issue previously.

17. An example of a complaints procedure can be found in Annex B.

Part 3 – Managing and Recording Complaints

Recording Complaints

18. It would be useful for MaCTRIs to record the progress of the complaint and the final outcome. A complaint may be made in person, by telephone, or in writing. An example of a complaint form can be found in Annex D. At the end of a meeting or telephone call, it would be helpful if the member of staff ensured that the complainant and the MaCTRI have the same understanding of what was discussed and agreed. A brief note of meetings and telephone calls can be kept and a copy of any written response added to the record.

19. The complaints co-ordinator could be responsible for the records and hold them centrally.

Board of Committee Review

20. The Board of Committee can monitor the level and nature of complaints and review the outcomes on a regular basis to ensure the effectiveness of the procedure and make changes where necessary. Preferably, complaints information shared with the whole Board of Committee will not name individuals.

21. As well as addressing an individual's complaints, the process of listening to, and resolving complaints will contribute to MaCTRI improvement. When individual complaints are heard, MaCTRIs may identify underlying issues that need to be addressed. The monitoring and review of complaints by the MaCTRI and the COMMITTEE can be a useful tool in evaluating a MaCTRI's performance.

Publicising the Procedure

22. There is a legal requirement for the Complaints Procedures to be publicised. It is up to the COMMITTEE to decide how to fulfil this requirement but details of the Complaints Procedures could be included in:

- the MaCTRI prospectus;
- the Project Coordinators' report to parents;
- the information given to new parents when their children join the MaCTRI;
- the information given to the children themselves;
- the home-MaCTRI agreement;
- home MaCTRI bulletins or newsletters;
- documents supplied to community users including course information or letting agreements;
- a specific complaints leaflet which includes a form on which a complaint can be made;
- posters displayed in areas of the MaCTRI that will be used by the public, such as reception or the main entrance;
- the MaCTRI website.

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Annex A

MaCTRI's Complaints Procedure

Stage One: Complaint Heard by Staff Member

It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant and the MaCTRI can be crucial in determining whether the complaint will escalate. To that end, if staff are made aware of the procedures, they know what to do when they receive a complaint.

It would assist the procedure if the MaCTRI respected the views of a complainant who indicates that he/she would have difficulty discussing a complaint with a particular member of staff. In these cases, the complaints co-ordinator can refer the complainant to another staff member. Where the complaint concerns the Project Coordinator, the complaints co-ordinator can refer the complainant to the chair of Project Coordinators.

Similarly, if the member of staff directly involved feels too compromised to deal with a complaint, the complaints co-ordinator may consider referring the complainant to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the complaint objectively and impartially is crucial.

Where the first approach is made to a Project Coordinator, the next step would be to refer the complainant to the appropriate person and advise them about the procedure. It would be useful if Project Coordinators did not act unilaterally on an individual complaint outside the formal procedure or be involved at the early stages in case they are needed to sit on a panel at a later stage of the procedure.

Stage Two: Complaint Heard by Project Coordinator

The Project Coordinator's influence will already have shaped the way complaints are handled in the MaCTRI. At this point, the complainant may be dissatisfied with the way the complaint was handled at stage one as well as pursuing their initial complaint. The head may delegate the task of collating the information to another staff member but not the decision on the action to be taken.

Stage Three: Complaint Heard by Board of Committee Complaints Appeal Panel

The complainant needs to write to the Chair of Project Coordinators giving details of the complaint. The Chair, or a nominated Project Coordinator, will convene a COMMITTEE complaints panel.

The Project Coordinators' appeal hearing is the last MaCTRI-based stage of the complaints process, and is not convened to merely rubber-stamp previous decisions.

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Individual complaints would not be heard by the whole COMMITTEE at any stage, as this could compromise the impartiality of any panel set up for a disciplinary hearing against a member of staff following a serious complaint.

The Board of Committee may nominate a number of members with delegated powers to hear complaints at that stage, and set out its terms of reference. These can include:

- drawing up its procedures;
- hearing individual appeals;
- making recommendations on policy as a result of complaints.

The procedure adopted by the panel for hearing appeals would normally be part of the MaCTRI's complaints procedure. The panel can be drawn from the nominated members and may consist of three or five people. The panel may choose their own chair.

The Remit of The Complaints Appeal Panel

The panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the MaCTRI's systems or procedures to ensure that problems of a similar nature do not recur.

There are several points which any Project Coordinator sitting on a complaints panel needs to remember:

- a. It is important that the appeal hearing is independent and impartial and that it is seen to be so. No Project Coordinator may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it. In deciding the make-up of the panel, Project Coordinators need to try and ensure that it is a cross-section of the categories of Project Coordinator and sensitive to the issues of race, gender and religious affiliation.
- b. The aim of the hearing, which needs to be held in private, will always be to resolve the complaint and achieve reconciliation between the MaCTRI and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the hearing does not find in their favour. It may only be possible to establish the facts and make recommendations which will satisfy the complainant that his or her complaint has been taken seriously.
- c. An effective panel will acknowledge that many complainants feel nervous and inhibited in a formal setting. Parents often feel emotional when discussing an issue that affects their child. The panel chair will ensure that the proceedings are as welcoming as possible. The layout of the room will set the tone and care is needed to ensure the setting is informal and not adversarial.

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d. Extra care needs to be taken when the complainant is a child. Careful consideration of the atmosphere and proceedings will ensure that the child does not feel intimidated. The panel needs to be aware of the views of the child and give them equal consideration to those of adults. Where the child's parent is the complainant, it would be helpful to give the parent the opportunity to say which parts of the hearing, if any, the child needs to attend.

e. The Project Coordinators sitting on the panel need to be aware of the complaints procedure.

Roles and Responsibilities

The Role of the Clerk

It is strongly recommended that any panel or group of Project Coordinators considering complaints be clerked. The clerk would be the contact point for the complainant and be required to:

- set the date, time and venue of the hearing, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible;
- collate any written material and send it to the parties in advance of the hearing;
- meet and welcome the parties as they arrive at the hearing;
- record the proceedings;
- notify all parties of the panel's decision.

The Role of the Chair of the Board of Committee or the Nominated Project Coordinator

The nominated Project Coordinator role:

- check that the correct procedure has been followed;
- if a hearing is appropriate, notify the clerk to arrange the panel;

The Role of the Chair of the Panel

The Chair of the Panel has a key role, ensuring that:

- the remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption;
- the issues are addressed;
- key findings of fact are made;
- parents and others who may not be used to speaking at such a hearing are put at ease;
- the hearing is conducted in an informal manner with each party treating the other with respect and courtesy;
- the panel is open minded and acting independently;
- no member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;

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- each side is given the opportunity to state their case and ask questions;
- written material is seen by all parties. If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.

Notification of the Panel's Decision

The chair of the panel needs to ensure that the complainant is notified of the panel's decision, in writing, with the panel's response; this is usually within a set deadline which is publicised in the procedure. The letter needs to explain if there are any further rights of appeal and, if so, to whom they need to be addressed.

Checklist for a Panel Hearing

The panel needs to take the following points into account:

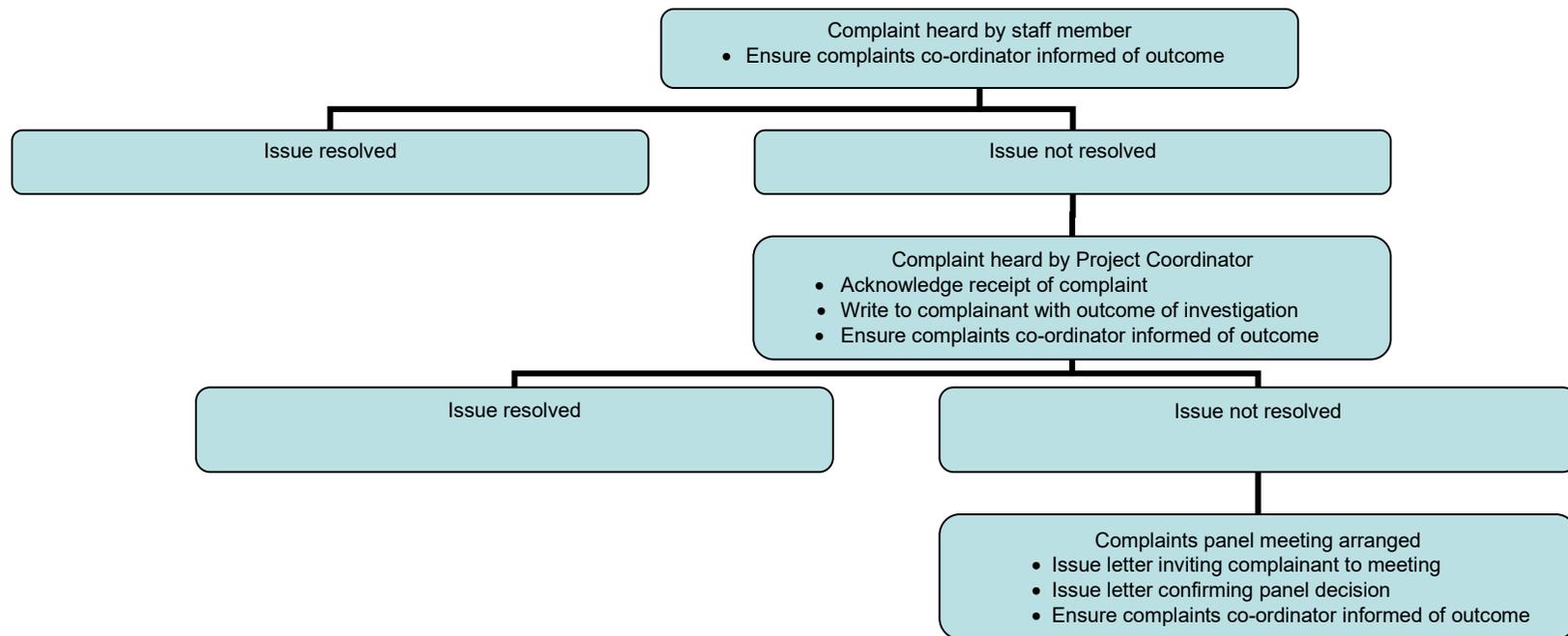
- The hearing is as informal as possible.
- Witnesses are only required to attend for the part of the hearing in which they give their evidence.
- After introductions, the complainant is invited to explain their complaint, and be followed by their witnesses.
- The Project Coordinator may question both the complainant and the witnesses after each has spoken.
- The Project Coordinator is then invited to explain the MaCTRI's actions and be followed by the MaCTRI's witnesses.
- The complainant may question both the Project Coordinator and the witnesses after each has spoken.
- The panel may ask questions at any point.
- The complainant is then invited to sum up their complaint.
- The Project Coordinator is then invited to sum up the MaCTRI's actions and response to the complaint.
- Both parties leave together while the panel decides on the issues.
- The chair explains that both parties will hear from the panel within a set time scale.

MaCTRI Complaints Procedure

Annex C

Flowchart

Summary of Dealing with Complaints



MaCTRI Complaints Procedure



MaCTRI's complaint form

Please complete and return to(complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

Your name:

Client's name:

Your relationship to the client:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

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Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgment sent:

By who:

Complaint referred to:

Date:

REVIEW

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the MEaP Head of the Institute.

Date: April 2022

Review Date: April 2023