



MacIntyre
Providing support...your way

Complaints Policy

All MacIntyre policies are formally reviewed by the Policy Owner and Lead Reviewer and are subject to 3 yearly reviews, or sooner when there is a change to relevant legislation or the organisation

- For the date of, or evidence of, the most recent review, please see '*MacIntyre policy and associated guidance list*'.
- Link: [Policies and Resources | MacIntyre \(macintyrecharity.org\)](https://www.macintyrecharity.org/policies-and-resources)

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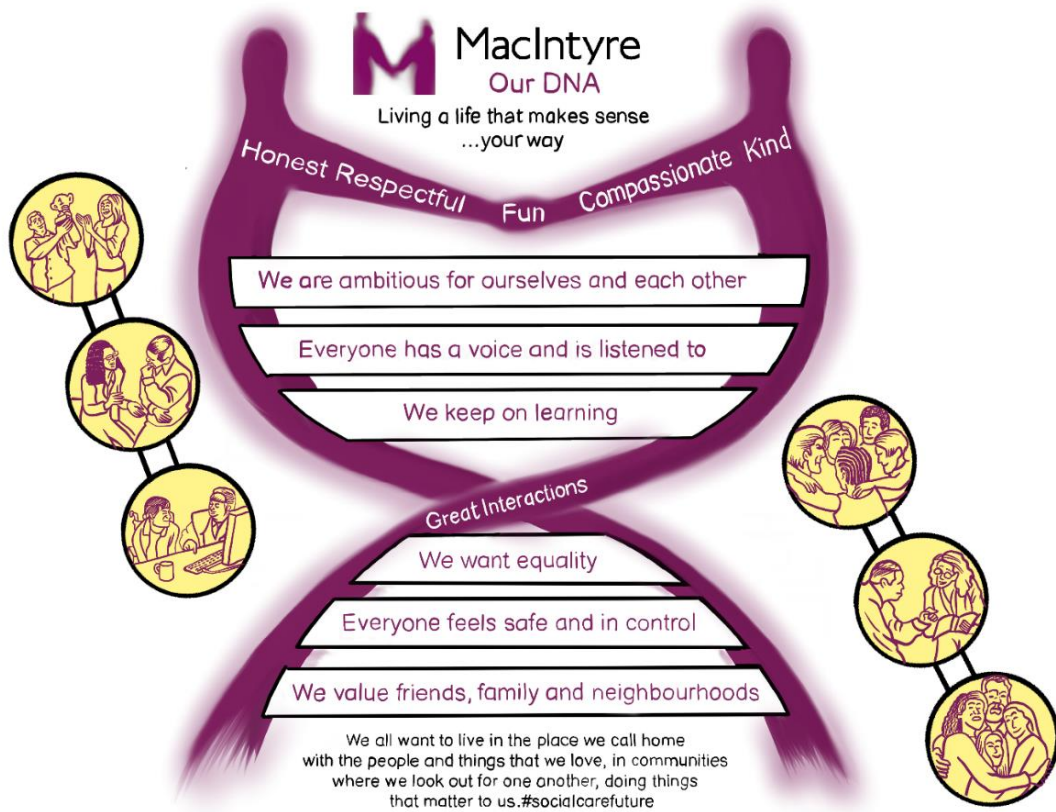
1 Introduction

MacIntyre is committed to providing the best possible service and to empowering the people who draw on our support. We recognise that the way we respond to and manage complaints is an important part of our continuous improvement strategy.

2 Underpinning Principles

MacIntyre’s DNA shows the importance we put on ensuring each person is at the centre of their support. People who draw on MacIntyre’s support have gloriously ordinary lives, living the life they choose, using their gifts, skills and passions to contribute and connect to the people in their local neighbourhood. MacIntyre invests in, and helps shape, neighbourhoods to be inclusive and welcoming spaces for everyone.

This is evident in our distinctive philosophy and way of working that underpins all our activities. It is the very essence of what we do, and that is why we refer to it as our DNA.



Our DNA is the golden thread that runs through our policies. For the purpose of this policy it informs how we respond to and manage our complaints alongside our regulatory requirements to do so.

3 Complaints

The way MacIntyre manages complaints will be:

- Honest, constructive and open.
- Timely.
- Consistent and fair, avoiding bias.
- Confidential and sensitive, with each complaint being considered on its own merit
- Tailored to the person's individual communication choice

This document lays out MacIntyre's commitment to listening to people who wish to give feedback of any kind. It also provides details of the 3 stage procedure for managing complaints.

3.1 Compliance with official guidance

This policy and its accompanying complaints procedures and guidance comply with:

- CQC - Care Quality Commission's 'Guidance for providers on meeting the regulations'
- CIW – Care Inspectorate Wales - Regulation and Inspection of Social Care (Wales) Act 2016
- NHS Guide to Ask, Listen, Do (June 2018) - <https://www.england.nhs.uk/learning-disabilities/about/ask-listen-do/>
- The guidance issued by the Local Government Ombudsman on the management of complaints in adult and children's care services and in schools.
- Relevant legislation concerning schools and children's homes.

3.2 Other MacIntyre policies

This policy should be read in conjunction with the following policies:

- Safeguarding Adults at Risk
- Safeguarding Children and Young People Policies
- Grievance Policy
- Whistleblowing Policy
- Best Practice Policy
- Accessible Information Policy

4 Scope

The complaints procedure is designed for the people who draw on our support, other stakeholders and anyone else affected by MacIntyre's activities.

This policy and accompanying good practice guidance applies to all MacIntyre employees and volunteers across MacIntyre Adult and No Limits services. MacIntyre Wingrave School and Children's Homes has its own Complaints Policy and Procedure.

5 Policy

- MacIntyre will listen to and take seriously any complaint made by a person drawing on our support or any other stakeholder.
- MacIntyre will ensure that people's voices are always heard, and that they are able to make a complaint using their preferred method of communication. We will ensure that people feel safe and in control, empowering them to make choices and lead the process themselves
- MacIntyre encourages complaints from our stakeholders, making the process accessible.
- MacIntyre's Best Practice Policy places a formal duty on all employees to be personally accountable for the standard of their practice. This includes supporting people to give feedback of any kind in a way of their choosing.
- People who make a complaint will never be blamed or criticised.
- MacIntyre will manage complaints with integrity ensuring that we are transparent, sensitive and fair.
- MacIntyre will reflect on all complaints, taking on lessons learned to improve our processes. All learning is shared across the organisation.
- MacIntyre will resolve complaints at the earliest possible opportunity in the most efficient and effective way
- MacIntyre will keep people who make a complaint informed about timescales and progress whilst we investigate their complaint.
- Where things have gone wrong, MacIntyre will give an explanation, where possible, to people who made a complaint. If appropriate, we will offer an apology and explain what action we are taking to put it right.
- MacIntyre will ensure that staff are confident to manage complaints; we will provide guidance to help them carry out this role.
- MacIntyre will ensure that there are regular formal and informal mechanisms for asking for feedback from people as part of its continuous improvement strategy.

6 Complaints Procedure

MacIntyre has a 3-stage Complaints Procedure:

- Stage 1: Informal or local resolution
- Stage 2: Formal or investigation stage
- Stage 3: Appeal

The Complaints Procedure is available on request or from our website www.macintyrecharity.org:

- For complaints about any MacIntyre provision apart from the schools or children's homes, see our 'Complaints and Compliments about MacIntyre' leaflet (Appendix 4 – Full version and Appendix 4a – Two page version available on MacIntyre's Intranet)
- For complaints about our schools or children's homes, please ask the school or children's home for a copy of their Complaints Procedure, or download it from MacIntyre's website.

7 Schedule of Roles and Responsibilities

7.1 Trustees

- To ratify policy.
- To receive company audited information about the level of complaints and the responses, and how this has informed the annual strategic plan.

7.2 Chief Executive Officer

- To provide trustees with updates about this policy.
- To provide the Trustees with organisational-wide information about the level of complaints and the responses.

7.3 Directors

- To create and deliver the policy.
- To authorise variation in policy in local circumstances.
- To monitor the level of complaints.
- To oversee the evaluation of the policy.

7.4 Head of Compliance and Safeguarding and the Compliance Team

- To be available to advise on any handling of all complaints at Stage 2 or beyond.
- To be aware of any high impact complaints and escalate to Directors
- To monitor and take an overview of the handling of complaints within MacIntyre and to advise on policy and best practice.
- To produce an annual report on complaints within MacIntyre.
- To be responsible for issuing and updating the associated Good Practice Guidance.

7.5 Area Managers / Programme Managers

- To enforce policy and procedures.
- To monitor and review complaints and where appropriate to investigate and respond to them.
- To lead the implementation of this policy and continuously identify and implement improvements in their area
- To be accountable for the continuous updating and completion of the corporate complaints log

To work with their direct reports to reflect on feedback of all kinds to produce area plans to support improvements.

7.6 Line Managers / Programme Coordinators

To implement policy and procedure within the service.

To ensure the complaints process is accessible to all people drawing on our support and other stakeholders.

- To investigate and respond to complaints.
- To monitor and review complaints to identify and implement improvements.
- To ensure all new employees are inducted in this policy and how to support people to give feedback.
- To work with the staff team and area/programme manager to develop an action plan taking account of feedback of all kinds.
- To ensure the Complaints Management Form is completed accurately and in a timely manner, before passing to their senior manager for review and completion of the complaints logs.

7.7 All Employees and Volunteers

- To be aware of the policy and procedures and their role in delivering them and how they link with other policies.
- To reflect on feedback of all kinds to improve their own performance.
- To support people to complain and give feedback of all kinds.
- To record complaints and feedback where appropriate.

8. Good Practice Guidance

- To support the implementation of this policy MacIntyre issues Good Practice Guidance.