

CMM strives for high standards in all aspects of our service delivery. We welcome feedback on our services. Such feedback is invaluable in helping us evaluate and improve our work.

AIM

This policy sets out our approach to handling complaints. It aims to support and advise individuals, agencies and organisations who access our services or with whom we work.

DEFINITION OF A FORMAL COMPLAINT

A formal complaint is any expression of dissatisfaction by an individual, whether justified or not, which the individual wishes to be treated as a formal complaint. Formal complaints must be made in writing. An individual may make a formal complaint if they feel that CMM has:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided.
- Failed to act in a proper way

and they wish it to be treated as a Formal Complaint.

PRINCIPLES

1. CMM is committed to providing high quality services to all our clients, and to the agencies and organisations with whom we work.
2. We recognise that the clients, agencies and organisations we work with have the right to make complaints about our services.
3. Our complaints procedure is open to everyone who receives or requests a service from CMM and to people acting on their behalf.
4. We take all complaints seriously and commit to looking into them promptly, and to seeking resolution as quickly as possible.
5. We are committed to providing clear, easily accessible information on how to make a complaint.
6. We will listen carefully to complaints and treat these as confidential, where possible.
7. We maintain a Complaints Register that is reviewed regularly by our Board for the purposes of quality assurance and improvement.
8. All staff, volunteers and Board members are required to read, understand and comply with this policy and its procedures.

OBJECTIVES OF CMM POLICY AND PROCEDURES

1. To provide a fair and effective way to complain about our work.
2. To ensure that our complaints process is clear and open to all.
3. To ensure that complaints are addressed consistently, fairly and sensitively.
4. To ensure that all complaints are addressed within reasonable time frames, with acknowledgement within five working days and a full response following investigation within 28 working days.
5. To ensure that complainants are notified of the results, and of any right to appeal.
6. To ensure that complaints are monitored to improve our services.

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