

Grievances and Complaints Management Policies 2021



Introduction

Muslim Care recognises the value and importance of client input and feedback on services as a vital process for continuing improvement. Grievances and complaints are taken into account in all evaluations of services as to the quality of service provision.

It is recognised that some Muslim Care programs have additional requirements and this policy should be read in conjunction with service specific policies and procedures. Muslim Care Board has therefore developed clear guidelines for staff members in grievance and complaints management.

Purpose

The purpose of this policy is to provide staff members with a clear process to follow when handling a grievance or a complaint.

Policy Applies To

All programs through Muslim Care, the Board and all staff members.

Policy

Muslim Care welcomes information and feedback from Clients which will enable Muslim Care to improve the quality of our services and therefore, has a definitive process for dealing with Client grievances and complaints.

All Clients should be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates.

Clients have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with fairly and promptly. All complaints will be taken seriously and treated confidentially.

Internal grievances involving staff and volunteers will be managed according to the Grievance Policy (HR 17)

Responsibility

Muslim Care Board and staff members have a responsibility to comply with this process

Procedure

The following are the grievance and complaints procedures:

Client Complaints

- The Coordinators should take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint.
- The Coordinators will enter all complaints on

the Complaints Register and all documentation to be passed to the Chief Executive Officer.

- The Complaints Register outlines the issue and action taken and by whom and is regularly reported to the senior management.
- The Client has the right to use an advocate of their choice to negotiate on their behalf with the staff members and/or Muslim Care.

Complaints Procedure

- Clients are encouraged to raise their complaint with the staff member concerned in the first instance.
- The staff member receiving the complaint will ensure that the complaint is dealt with promptly and a Suggestion/Complaints Feedback Form completed.
- Written complaints will receive an acknowledgement of receipt letter within 24 hours of receipt and anticipated outcome response date (no more than 7 days, except in extenuating circumstances such relevant staff member's absences).
- Written complaints are to be discussed with the next level of management who will prepare the response letter for approval by the Chief Executive Officer before signing.
- Verbal and written complaints will be recorded on the Muslim Care Complaints Register.
- If the Client is not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, they should contact the relevant Coordinator/Manager, or use an advocate to negotiate on their behalf.
- If the issue is still not resolved, the Client should raise the issue with the Chief Executive Officer; if still unresolved the matter will be taken to the Board.
- The Chairperson will convene a meeting with the Client, or an advocate (if preferred) at a mutually convenient time, and attempt to resolve the problem in a way that is acceptable to both parties.
- If after approaching the above people, the issue is still not resolved, the Client can complain to the funding body or a relevant external organisation.

Complaints to Board

A written complaint to the Board will result in the Chairperson discussing it with the staff member.

When the complaint has been resolved and the Client informed of the outcome of their complaint they will be asked for their feedback.

Confidentiality of Complaints

As far as possible, the fact that a Client has lodged a complaint and the details of that complaint should be kept confidential amongst staff members directly concerned with its resolution.

The client's permission should be obtained prior to any information being given to other parties which it may be desirable to involve in order to satisfactorily resolve the complaint.

Any information pertaining to a complaint is stored in the client's file or in the Complaints folder.

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