

UNMASKED MENTAL HEALTH
("the Charity")

Complaints Policy

Introduction

The Charity is committed to providing the highest standards of service to its clients, service users, beneficiaries, supporters, partners, and the wider community. The Charity values feedback to improve its services, taking any complaints seriously, and addressing those concerns promptly and fairly.

Purpose

This policy outlines how the Charity manages complaints to ensure they are handled effectively, fairly, and in a timely manner.

Scope

This policy applies to all volunteers, Trustees, beneficiaries, clients, donors, and members of the public who wish to raise a complaint about any aspect of the Charity's activities, services, or conduct.

Definition of a Complaint

A complaint is an expression of dissatisfaction about:

- the standard of service provided by the charity;
- the behaviour or conduct of staff, Trustees, or volunteers;
- any action or lack of action by the Charity or its representatives.

How to Make a Complaint

Complaints can be made in the following ways:

- **in writing** – by post to 20-24 Commercial Street, Halifax, HX1 1TA or by email to info@unmaskedmentalhealth.co.uk;
- **by phone** – call 01422 356945, Tuesday to Friday 9am to 5pm;
- **in person** – by arranging a meeting with a member of the team.

Complaint Handling Process

Step 1 – Acknowledgement

- the Charity will acknowledge receipt of a complaint within **2 working days**;
- the complaint will be recorded and assigned to an appropriate person for investigation.

Step 2 – Investigation

- a thorough investigation will be conducted within **7 working days** of acknowledging the complaint;

- if the investigation cannot be completed within this timeframe, the complainant will be informed and provided with an updated timeline;
- the complainant may be asked for further details or clarification.

Step 3 – Response

- a formal response will be provided within **14 working days** of receiving the complaint, setting out the findings and making any recommendations, as necessary;
- if the formal response cannot be completed within this timeframe, the complainant will be informed and provided with an updated timeline.

Escalation Process

If the complainant is not satisfied with the outcome:

- they may request that the complaint is reviewed by the CEO or a Trustee;
- a final response will be provided within **14 working days** of the review request.

External Escalation

If the complainant remains dissatisfied, they may contact the relevant regulatory body:

- **Charity Commission for England and Wales** – www.gov.uk/complain-about-charity;
- **Fundraising Regulator** (if the complaint relates to fundraising) – www.fundraisingregulator.org.uk

Confidentiality

All complaints will be handled confidentially and in line with the Charity's Data Protection Policy. Information will only be shared on a need-to-know basis.

Monitoring and Learning

- complaints will be logged and reviewed regularly to identify trends and improve service delivery;
- an annual report on complaints and how they were resolved will be presented to the Board of Trustees.

Review

This policy will be reviewed annually by the Board of Trustees to ensure it remains effective and up to date.

Date last updated	Role	Name	Review Date
18 th April 2025	Trustee	Helen Naylor	18 th April 2026
14 th April 2026	Trustee	Helen Naylor	14 th April 2027