



A registered charity for public benefit, to preserve and protect good health among people with dementia their families and carers particularly, but not exclusively through the provision of a choir

Head Office: Jordan House, 47 Brunswick Place, London N1 6EB

Registered Charity Number: 1187483



Complaints Policy – Version A – 26 July 2022

1. Who can make a complaint?

Anyone who:

- has received a service from us
- has been refused service from us
- is on the waiting list to receive a service from us
- cares for someone in the above categories

You may want to tell us that we have got something wrong or could have done something better. Even if you think that your complaint is over a minor matter, please tell us, it will help us to improve our services.

The following information will tell you how to make a complaint, the response you can expect and what to do if you are still not satisfied.

There is a three-stage procedure:

- informal approach
- formal investigation
- review panel


2. Informal Approach

Contact the person who is providing the service so that they can try to put things right for you. Alternatively, ask them for details of the Charity Manager. You can speak to the Charity Manager either in person, on the telephone, or by email. If you prefer, a friend or relative can do this for you.

Hopefully, the matter can be dealt with immediately. If not, then we will send you an acknowledgment within two working days of hearing from you and we will send you a written response within seven working days.



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3. Formal Investigation

You may regard the matter as so serious that you want to use a more formal approach or you may not be satisfied with the way we have dealt with the matter via an informal approach.

We must ask you to put your complaint in writing within 28 days of the matter arising, or the informal approach failing to reach a resolution acceptable to you. Normally we will not accept late complaints. You can ask us for a complaint form to complete or you can write your own letter. If you prefer, a friend or relative can write the complaint for you but you need to sign it. Alternatively, you, a friend, or a relative can write to the email address secretary@ourdementiachoir.com

We will send you an acknowledgment within two working days of receipt.

At this stage there are three ways in which your complaint may be dealt with:

Mediation

This is where the Charity Manager appoints a Trustee from a part of the organisation different from the one concerned with your complaint to assist both parties to discuss the circumstances that led to the problem and try to reach an agreed resolution.

Problem solving

This is where a Trustee from a part of the organisation different from the one concerned with your complaint to carry out an enquiry and put forward a resolution.

Every attempt will be made to reach a resolution within 28 days of receiving your written complaint. We will ask you which of the two approaches above you would prefer.

Disciplinary

It may be that your complaint alleges misconduct by a member of our staff or a volunteer.

In this situation, we will deal with it as a disciplinary matter and follow our disciplinary procedure. As part of the investigation, we will contact you for more details of your allegations. We will keep you informed about the progress of the disciplinary procedure and let you know when it has been concluded. However, we will not be able to discuss with you any sanction we have taken against our staff. We expect to complete all stages of the disciplinary procedure within three months.



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If the complaint is about the Charity Manager, you should address your letter to the Chair of ODC (chair@ourdementiachoir.com). The Chair will appoint a Trustee to deal with the complaint in the manner above.

4. Review Panel

If the matter has still not been resolved to your satisfaction, you may request that the matter be referred to a review panel. To do this you must write to the Chair within 28 days of receiving our response. You must tell the Chair why you are not satisfied with the response and what you think we need to do to put things right. The panel will meet within 28 days of your request being received.

The panel will consider whether:

- we have followed our procedure when looking into your complaint
- the formal investigation was undertaken correctly
- the response was, in their view, reasonable
- the disciplinary procedure had been followed correctly (if relevant).

You may ask the panel to meet you or a friend or relative so that you can explain why you are dissatisfied.

The panel will make a recommendation to the Board of Trustees. The Chair/Charity Manager of ODC will write to you within 28 days of receiving the panel's recommendation to let you know what has been decided. The Chair/Charity manager will write to you to let you know when the panel has made its recommendation. The decision of the Board of Trustees is final.

This policy was adopted by the trustees on 26 July 2022

The next review date is on or before 1 September 2023



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