

**External Complaints Policy and Procedure**

**Introduction**

My Sight Notts is committed to providing all our stakeholders with the highest standard of service. We believe that complaints offer us an opportunity to listen, learn and act on the feedback stakeholders provide.

**Our policy is:**

* To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
* To publicise our complaints procedure so that people know how to contact us to make a complaint.
* To make sure the staff, volunteers and Trustees at My Sight Notts know what to do if a complaint is received.
* To make sure all complaints are investigated fairly and promptly.
* To make sure that complaints are addressed and that relationships are repaired.
* To ensure that complaints are monitored in order to improve our services.
* To maintain a Complaints Log and report to Trustees at the monthly Board meetings on any complaints received.

**Definition of a Complaint**

A complaint is an expression of dissatisfaction about an act, omission, decision, or a service of My Sight Notts, whether it is justified or not. This may result from the action of a staff member, volunteer or Trustee of My Sight Notts or from an activity or programme of work in which we are involved.

**Where Complaints Come From**

Complaints may come from any individual or organisation that has been in contact with My Sight Notts and/or our services. A complaint may be received verbally, by phone, by email or in writing, or via social media.

This policy does not cover complaints from staff, who should refer to My Sight Notts’ Grievance Policy.

**Confidentiality**

All information relating to the complaint will be handled sensitively, in accordance with the General Data Protection Regulation (GDPR). Only people who need to know about the complaint will be informed of it. My Sight Notts will only hold on to any personal data provided for as long as it is needed to properly investigate and resolve the complaint.

**Complaints Procedure**

**Content of complaints**

When making a complaint to My Sight Notts, please describe the issue you are complaining about with as much detail as possible. Please include dates and times as well as the names of any My Sight Notts representatives you were in contact with. Please also provide copies of any relevant documentation if appropriate. Please state how you believe My Sight Notts might address the complaint, if possible. Importantly, please provide your name and contact details as we will not respond to anonymous complaints.

Please note we will only deal with complaints that are relevant to My Sight Notts, our business and services.

**Written complaints**

Written complaints about My Sight Notts can be emailed to My Sight Notts at:

[info@mysightnotts.org.uk](mailto:info@mysightnotts.org.uk)

Alternatively, they can be posted to:

26-28 Heathcoat Street

Nottingham

NG1 3AA

**Verbal complaints**

To make a verbal complaint, please call My Sight Notts on 0115 970 6806

**When we receive a complaint**

We may receive a complaint by phone, email or post as well as through other channels, such as social media.

The My Sight Notts representative who receives a complaint will:

* Write down the facts of the complaint.
* Take the complainant’s name, address and telephone number.
* Note down the relationship of the complainant to My Sight Notts, for example, a
* beneficiary, volunteer or partner organisation.
* Advise the complainant of our Complaint’s Procedure and signpost them to the copy on our website.
* Advise the complainant of what will happen next and how long it will take.
* Where appropriate, ask the complainant to send a written account by email or by post so that the complaint is recorded in the complainant’s own words.

**Resolving Complaints**

**Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, s/he may be able to resolve it quickly and should do so if possible and appropriate.

Regardless of whether the complaint has been resolved, the complaint information should be passed to My Sight Notts Chief Executive Officer within one working day. On receiving the complaint, the CEO will record it in the Complaints Log. If it has not already been resolved, they will assign a manager to investigate the complaint and take appropriate action.

If the complaint relates to a specific person, they will be informed and given the opportunity to respond.

The CEO will acknowledge complaints within four working days. The acknowledgement will say who is dealing with the complaint and when the complainant may expect a reply. A copy of this Complaint’s Procedure will be attached.

Ideally complainants should receive a definitive reply within 10 working days. If this is not possible because an investigation has not been completed, a progress report will be sent to the complainant with an indication of when they may expect to receive a full reply.

Regardless of whether the complaint is found to be valid or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

**Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint be reviewed at Board level.

At this stage, the complainant should forward his/her complaint to the Chair of the Board of Trustees. The Chair will acknowledge the request within five working days of receiving it. The acknowledgement will say who will deal with the case and when the complainant may expect a reply.

The Chair of the Board may investigate the case or delegate another Trustee to do so (where there is no conflict of interest). This will involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One will be kept informed of developments.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

Ideally complainants should receive a definitive reply for stage 2 within 14 working days. If this is not possible because the review has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Regardless of whether the complaint is upheld or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final.

**Related Policies**

GDPR Policy

Confidentiality Policy

Customer Services Policy

Code of Ethics

Equality, Diversity and Inclusion Policy

**Implementation, Monitoring and Review of this Policy**

The Chief Executive Officer has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation and additionally whenever there are relevant changes in legislation or to our working practices.

**Policy created on** 23.10.2024

**Policy reviewed on** 23.10.2025

**Emma Lucas, Services Manager**