

## Compliments & Complaints Policy

The policy applies to all staff, volunteers and anyone working with, or on behalf of, Wellbeing 4 Life CIC (hereafter referred to as “Motivated Minds”).

### 1. Introduction

Every year Wellbeing 4 Life CIC T/as Motivated Minds supports thousands of people. However, every so often someone comes away from our services feeling let down. Unfortunately, these things happen. We know we are not perfect. But we aim to be. That is why we have a complaints procedure. Sometimes we can put things right; sometimes we can only explain ourselves and apologise. But we do want to learn from our mistakes. What you tell us helps to improve our service to you.

Motivated Minds will treat your complaint confidentially, seriously and quickly. We are committed to providing the highest standard of service to all its staff, customers and external stakeholders. Our aim is to get things right first time.

### 2. Purpose of this policy

To support Wellbeing 4 Life CIC's staff and volunteers in dealing effectively with all complaints we set out a pathway for our customers / external stakeholders to follow. We believe this is necessary to always deal with situations smoothly and shape the way we work moving forward, learning from both the positive and negative.

### 3. Complaints Procedure

The complaint procedure is designed to address any specific concerns that relate to the quality of services provided by us. For example, this might include:

- Complaint surrounding a member of staff
- Services not being delivered in a timely manner
- Cleanliness of a delivery area

In the event of either a compliment or complaint, on the first level this will be handled by a member of staff, and then relayed to their line-manager immediately. The Line Manager will judge whether they need to intervene or whether the complaint needs to be handled in a more detailed manner by the Managing Director – Carla Andrews.

The MD will then either decide to support the Line Manager decision or launch an investigation within 72 hours and complete an **Incident Form Log (009 Appendix A)**. From the evidence presented actions and further outcome will be obtained and practices where needed will be amended. We aim to have this resolved in a timely manner and will inform any relevant individuals/organisations of our actions and outcomes.

MD will present all complaints to board at quarterly meeting.

If a customer wishes to put their thoughts directly to the MD, they can do this by emailing [carla@motivated-minds.co.uk](mailto:carla@motivated-minds.co.uk), by phoning 07846 209 846 or writing to the registered address below.

Alternatively, if you would like to approach an alternative director please email [heartfelt yoga@outlook.com](mailto:heartfelt yoga@outlook.com)