



Creative, empowering skills socials for better mental health

Problem Solving Procedure

While we hope that members have a positive experience of the charity's activities, sometimes things can go wrong; a member might have a complaint about a volunteer, a member of staff a member or members, or with Make, Do and Mend itself.

Having a problem solving procedure helps to create consistency in approach and it also demonstrates our commitment to accepted good practice in the field. It also helps to ensure that everyone is treated fairly and is not discriminated against.

All complaints will be treated confidentially, and will only be discussed amongst those who are directly involved in trying to resolve the issue. All meetings will be conducted somewhere where participants will not be interrupted. You will be informed at every step of the procedure.

We would like to reassure you that your complaint will not affect your right to use our services, unless you have broken the terms of the membership agreement.

Stage 1 - Oral complaint

Initial complaints, whether against members, volunteers, members of staff or the organisation, should be discussed as soon as possible in a meeting with a trustee.

During this meeting the member can be accompanied by a nominated person of their choice. If the issue cannot be resolved at this stage then the member should proceed to Stage 2.

Stage 2 – Written complaint

If the member is not satisfied with the outcome of the oral complaint, they should make a formal complaint in writing to the board of trustees.

Complaints should be made within 3 months of the incident occurring and will be responded to within 1 month of receipt of the written complaint.

Stage 3 - Opportunity to appeal

If the member is not satisfied with the outcome, then they can appeal to the chair of the board of trustees who will arrange a meeting to discuss the appeal.

The member can have a nominated person present at this meeting.

The chair will respond in writing within one month of this meeting, and their decision is final.