

# Missing People- Feedback and Complaints Policy

Missing People seeks to deliver high quality services that are tailored to the needs and meet the diversity of the people who access our services.

Missing People is a lifeline when someone disappears. We are caring, highly skilled staff and volunteers working around the clock, alongside our partners across the UK. We offer a lifeline for some of the 250,000 people who run away and go missing each year. For those left behind, we provide specialised support to ease the heartache and confusion, and help search for their missing loved ones.

We make every effort to ensure that the support and information we provide is accurate and appropriate. We also signpost to other agencies as part of the services we offer and we always strive to ensure that the referrals we make are appropriate and to reputable organisations. However we cannot accept liability for the actions of any other services we may signpost you to.

## **How to Give Feedback or Make a Complaint**

We welcome all feedback whether positive or critical. We will use your feedback to improve the quality and nature of services that we offer.

There may be times when our services may not meet your needs or expectations. We will endeavour to deal with any problem quickly and effectively. This policy sets out how we will deal with your feedback.

## **General Feedback**

If you have general feedback or comments about our services you can email [info@missingpeople.org.uk](mailto:info@missingpeople.org.uk) or call us or write to us using the details below.

## **Informal Feedback and Complaints**

In the first instance please speak to the staff member or volunteer you are in contact with and ask them to help you to record your views or to understand why the charity is acting in a particular way. Alternatively you may also ask to speak to a Manager.

If no one is available at the time of your call we will attempt to contact you within one working day. We will look into the nature of your feedback or complaint and respond to you either via telephone or email (according to your preference).

## Formal Complaints

If you remain dissatisfied with our response you can make a formal complaint. To help us deal with your complaint as effectively as possible you should include as much detail as possible including what the problem is, how it occurred, how it has affected you and what you consider we should now do to put the matter right or prevent it from happening again. You should also include details of the time and date of your contact, which of our services you were contacting and by which method, i.e. phone, email or text, and your name and a contact number or address so that we may respond to you.

### By email

Please email the Director of Services [Sophie.Lapham@missingpeople.org.uk](mailto:Sophie.Lapham@missingpeople.org.uk) with all the details listed above and write 'Complaint' in the subject box.

### In writing

Please write to Missing People, PO Box 28908, London, SW14 7ZU and mark your letter 'Complaint for the attention of the Director of Services.'

### By phone

Please call the Director of Services on 020 8392 4584.

Whichever way you contact us, we will acknowledge your complaint within 5 working days of it being received.

The Director of Services will then assign a Manager to investigate your complaint. If individuals are involved then the Manager will speak to the member of staff or volunteer concerned and, if necessary, other members of staff. They may also check the charity's records of the contact. The Manager will have to report their findings back to the Director of Services.

The process will be logged by the Chief Executive's office to ensure deadlines are met and the process is followed, unless the complaint relates to the Chief Executive's Office when it will be logged with the Director of Finance and Resources.

Having spoken to all relevant parties, a Manager will respond to you within 14 working days using your preferred means of communication. If we need longer to investigate the complaint you will be notified within those 14 working days.

The response may include the following depending on the circumstances and investigation's findings:

- An explanation of the circumstance of your complaint
- An explanation of our policy
- If appropriate an apology
- An indication of changes made as a result of your complaint
- Notification of any disciplinary action taken against any employee

All decisions about formal complaints will be discussed between a relevant Director and the Chief Executive to ensure transparency and help the organisation to work better.

An annual and anonymous summary of all feedback and complaints are provided to the charity's Board of Trustees to help the Board to improve our services and ways that we work.

### What if I am still not satisfied?

If you feel that the situation has not been satisfactorily dealt with, you have the right to have a Trustee review your complaint. They will correspond with you directly and their decision will be communicated to you and to the Board of Trustees.

If you are unhappy with the Trustee's decision we will then work with you to identify an independent arbitrator to seek support for finding a resolution.

Details of complaints will be kept confidentially on file for twelve months.

Missing People will maintain a log of complaints to ensure that all learning is shared.

**Reviewed: April 2018**