

Policy Ref	MADM 002.1
Version	5
Issue Date	Mar 2026
Review Date	Mar 2027

COMPLAINTS POLICY & PROCEDURE

Introduction

Making a Difference Maidstone (MADM) is committed to addressing suggestions, comments, and complaints from clients and members of the public in a fair, transparent, and effective manner. This policy ensures concerns are resolved constructively while complying with Charity Commission guidelines.

Purpose

This procedure aims to:

- Improve MADM's work through feedback.
- Allow clients and the public to challenge decisions.
- Protect individuals and the charity from harm.
- Provide a structured review process for charity operations.

Scope

Concerns may relate to:

- Facility management and safety.
- Conduct of trustees, employees, or volunteers.
- Charity decisions and governance.
- Discrimination or unfair treatment.
- Inaccurate or missing information.
- Non-compliance with policies or procedures.
- Concerns from clients or members of the public regarding interactions with MADM or its representatives.

Access to the Procedure

This policy is available to clients and the public. MADM ensures:

- Fair and consistent handling of concerns.
- No unfair targeting of individuals.
- Trustees provide helpful responses.

Monitoring

- A log of all complaints and feedback will be maintained.
- Formal complaints will be reported to the Chairman immediately.
- A summary of complaints and resolutions will be reviewed at trustee meetings.

INFORMAL PROCEDURE

Submitting a Complaint

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- Written concerns can be sent to: Making A Difference to Maidstone, 49 Church Street, Maidstone ME141DS.
- Email concerns can be sent to: rfoley@madm.org.uk
- Concerns by phone: 01622 687414 – ask for the Charity Manager
- Please include the following information:
 - A description of the issue.
 - Any actions taken.
 - Contact details (unless anonymous).
 - The date and recipient of the complaint.

Trustees will review all submissions at the next meeting.

All complaints are confidential and stored securely in compliance with GDPR. If the complainant disagrees with the outcome, trustees will make a final decision.

FORMAL COMPLAINT PROCEDURE

If an informal resolution is not possible, a formal complaint may be submitted:

Acknowledgment

- The complainant will receive confirmation within 5 days where possible

Investigation

- Trustees will conduct a thorough investigation.

Meeting Offer

- A meeting will be offered within 2 weeks to discuss resolutions

Written Response

- If a meeting is declined or infeasible, a detailed response will be sent within 3 days.

Appeal Process

- If unsatisfied, the complainant may appeal in writing within 5 days, providing additional information.

Final Review

- Trustees will review the appeal at the next meeting and issue a final decision.

If still dissatisfied, complainants may escalate to the Charity Commission or an independent body.

MONITORING & RECORD-KEEPING

- All complaints and resolutions will be recorded in trustee meeting minutes.
- Formal complaints and outcomes will be logged for continuous improvement.
- Complaints from clients and the public will be documented and reviewed to ensure accountability and transparency.
- Any conflicts of interest will be managed by removing the involved Trustee from the process and appointing an alternative reviewer.

This policy ensures MADM maintains a high standard of conduct and service for clients and members of the public.