MHNC Complaints Policy

Policy Area: Risk Management & Protection **Policy Ref: RM**

Version: 1

Date: February 2026 **Review Date: February 2027**

Authorisation: Trustees

Policy Title: Complaints Policy

1. Purpose

The purpose of this policy is to ensure that any complaints relating to the conduct, operations, or governance of the Mental Health Northants Collaboration (MHNC) are handled fairly, promptly, and transparently.

MHNC values feedback and sees complaints as an opportunity to improve organisational practices and strengthen relationships with its members, partners, and funders.

2. Scope

This policy applies to:

- MHNC members
- Partner organisations
- Funders or grant providers
- Any other stakeholder engaging with MHNC

It covers complaints about MHNC activities, communications, governance, or any individual acting on behalf of MHNC (trustees, staff, volunteers, or freelancers).

3. Principles

MHNC will:

- Treat all complaints seriously and confidentially
- Respond in a timely manner
- Be fair and impartial in investigating complaints
- Document and review all complaints to inform continuous improvement

4. Raising a Complaint

Complaints should be submitted in writing, where possible, to the Chair of Trustees or via email to admin@mhnc.uk

Include:

- The nature of the complaint
- Relevant dates and facts
- Individuals or teams involved
- Desired outcome (if any)

If the complaint concerns the Chair of Trustees, it should be submitted to the Vice Chair or the full Board of Trustees.

5. **Investigation and Response**

Upon receipt, MHNC will acknowledge the complaint within 5 working days.

The complaint will be reviewed by the Chair or an appropriate trustee, who may involve other staff or Board members as necessary.

The investigation will aim to resolve the complaint within 20 working days.

MHNC will provide a written response detailing:

- Findings
- Actions taken or planned
- Rationale for any decisions made

6. **Escalation**

If the complainant is not satisfied with the outcome, they may request that the complaint be reconsidered by the full Board of Trustees.

7. **Record Keeping**

All complaints and actions taken will be recorded and securely stored by the Company Secretary. Complaints will be reviewed annually by the Board to identify trends and areas for improvement.