



THE MANDHATA YOUTH AND COMMUNITY ASSOCIATION

Registered Charity No. 1078572

20A ROSEMEAD AVENUE, WEMBLEY, MIDDLESEX. HA9 7EE

www.wembleymandhata.uk E-mail: info@wembleymandhata.uk

MYCA Wembley Complaints Policy



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1. Introduction

Mandhata Youth and Community Association Wembley (MYCA) are committed to providing an open environment where problems and issues can be dealt with in a positive and timely manner.

MYCA complaints policy aims to take all concerns and complaints seriously, ensure they are handled promptly, appropriately, without bias or discrimination and resolved at the earliest convenience in a sensitive manner. Taking steps to reach a fair, impartial, amicable conclusion without initiating the formal complaints policy, which could include mediation where appropriate, will ensure that there is continued trust and collaboration.

Members and non-members who wish to lodge a concern or complaint (for example, discrimination, harassment or victimisation) against MYCA are entitled to do so using MYCA's complaints policy.

2. The difference between a concern and a complaint

Informal Concern: Expressing a worry or doubt over a situation or an issue for which reassurances are sought. This will not include serious matters or incidents that will require investigations but more likely bringing an issue to MYCA's attention.

Complaint: Expressing dissatisfaction with regards to a particular situation or about actions that have been taken or lack of action.

It is in the best interest of all involved for concerns and complaints to be resolved at the earliest stage. Many concerns can be resolved informally without the need to use the formal complaints stages. Informal concerns will be taken seriously with the aim

to resolve the issue and reduce the likelihood of it developing into a formal complaint.

However, MYCA understand that there will be instances when people would like to raise a formal complaint. In this case MYCA will attempt to resolve the complaint using the formal complaints stages.

3. Who can make an informal concern / complaint

- Any member or non-member
- Someone else on your behalf (known as your representative). In this instance, MYCA will require written consent from you, stating that you agree for them to act on your behalf. MYCA will also need confirmation from you that you agree with the content of the complaint/concern and any supporting evidence that is provided.

4. How to make a complaint

To enable MYCA to investigate the complaint/concern appropriately, it must be brought to MYCA's attention as soon as possible and within 3 months of the incident.

An Informal concern can be made directly to the President and Secretary either face to face, on the phone or via email: mycawembley.complaints@gmail.com

A complaint should be made to the Secretary and President in writing (email or post) using MYCA's Complaint Form (see Appendix 1):.

- Email: mycawembley.complaints@gmail.com
- Post: MYCA Wembley, 20A Rosemead Avenue, Wembley HA9 7EE

5. What to include in your complaint

- Where and when it took place
- The incident you are complaining about including the names of people involved if any
- Details of what you have done (if at all) to try and resolve your concerns
- Details of who else you have reported the matter to
- How you think your complaint could be resolved
- Any additional information

6. Acknowledgement of a complaint

Formal written complaints will be acknowledged within 5 working days. MYCA will endeavour to deal with the complaint effectively and efficiently.

7. How the complaint will be handled

MYCA treats all complaints seriously, whether they are made by letter or by email.

Complaints from both members and non-members will be dealt with using the same procedure.

Complainants will be treated with courtesy and fairness at all times - MYCA expects the complainant will be courteous and fair in their dealings with the complaint handlers at all times.

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018.

If there is deemed to be a conflict of interest between anyone involved in making or dealing with the complaint, your case will be referred to another, more appropriate member.

MYCA will send the complainant a full reply of their conclusion within 20 working days of receipt of the complaint.

If a full reply cannot be sent within 20 working days of receipt, MYCA will inform the complainant of the reason and will keep the complainant informed of progress with the investigation.

If the complainant is not satisfied with the outcome, MYCA can offer a meeting at a mutually convenient time.

If the complainant is still not satisfied with the final response then the complaint will be escalated to the Holding Trustees of MYCA.

Any complaints against MYCA that are of a discriminatory, malicious, vexatious or frivolous nature will not be tolerated. In this instance the complainant will be notified of this, with reasons and sent the complaints policy.

Where concerns or complaints have been made with regards to safeguarding, MYCA will have to refer to their Safeguarding Policy.

If a complainant makes a complaint in confidence, the identity of the complainant will only be known to the recipient of the complaint (Secretary and President). However,

in order to carry out a full and proper investigation of the complaint, the complainant may have to give consent to have their identity disclosed. If this is refused, MYCA may not be able to fairly conduct an investigation, at which point the complaint will be closed.

If MYCA receives a complaint on behalf of another person, this representative must know the full details relating to the case. The complainant must confirm that the content of the complaint is correct, accurate and that they are willing for the representative to make the complaint on their behalf.

If MYCA receives a number of inter-related complaints or a number of people make the same complaint, the decision may be made to consolidate the investigation. In this case, once the investigation has taken place, the complainants will either receive the same response or the response may be published to all MYCA members, where appropriate.

The approach MYCA takes will depend on the nature of the complaint, the timing of receipt of the complaint and the number of complaints.

The complainant has the right to refer the matter to the Charity Commission (<https://www.gov.uk/complain-about-charity>).

8. Items Not Covered Under This Policy:

- Matters that have already been fully investigated through this complaints policy.
- Anonymous complaints.
- Complaints about access to information where procedures and remedies are set out in legislation, e.g. Freedom of Information Act, Data Protection Act 2018.

9. Confidentiality

Complaints will be handled with the strictest of confidence in accordance with the Data Protection Act 2018 and so far, as is necessary in order for MYCA to properly investigate the complaint. MYCA will take serious action should it be discovered that any EC (Executive Committee), OB's (Office Bearers) or Holding Trustees share the contents relating to a complaint with anyone other than those investigating the complaint. With this in mind MYCA expect that the complainant also maintains reasonable confidentiality as to the nature and content of their complaint so that the investigators are able to work without obstruction.

10. Withdrawal of a complaint

If a complainant wishes to withdraw their complaint, they will need to do this in writing.

11. Implementation

The President, the Holding Trustees and the Executive Committee have specific responsibility for the effective implementation of this policy. MYCA expects all members and non-members to abide by this policy.

The Mandhata Youth and Community Association's Executive Committee meeting on the 3rd March 2023 approved this policy.

Printed name:

Signed:

President on behalf of MYCA Wembley:

Date:

Printed name:

Signed:

Secretary on behalf of MYCA Wembley:

Date:

Policy Review Date: March 2025

Appendix 1 - Complaints Form

This form should be used to make complaints to MYCA. It should only refer to one complaint. If there are multiple complaints please use one form per complaint. Please complete this form and return it to the Secretary (via post or email, see details in MYCA’s Complaints Policy)

Name:
Email:
Telephone:
Date:
Signature:

If you are making a complaint on behalf of someone as their representative, MYCA will require the complainant’s name and signature to confirm that they give you (the representative) consent to make this complaint and that they have read and agreed with the contents of this complaint and any supporting information you have provided.

Relationship to the complainant:
I consent
to make the complaint on my behalf.
Signature of complainant:.....

Date of the Incident:

People and their roles and/or places involved in the complaint:

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Detailed Summary of the complaint:

Please use additional paper if required. Number of additional pages attached:

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Details of who else that you have reported the matter to?

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What action, if any, have you already taken to resolve the concerns? i.e. Who have you spoken to and what was their response?

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How do you think your complaint could be resolved?

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For Office Use only:

Reference Number (DD/MM/YY/Number):

Resolution Reference (DD/MM/YY):

Name and Signature:

Position:

Resolution Summary:

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Date of Completion: