



Complaints Policy

This policy was updated on 23 April 2025 and supersedes all previous Complaints Policies. This policy does not cover complaints from Employees, Bank Workers or Volunteers, who should refer to Morden College's Grievance Policy. It does cover complaints from residents (someone who has signed a Notice of Election and has accepted the offer of accommodation at Morden College on the agreed terms), resident families, members of the public, and contractors.

Introduction

Morden College sees complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. The charity is committed to high standards of openness, transparency, and integrity. We welcome feedback and encourage individuals to express their concerns and share their views about our services. We want people to feel confident to act upon their concerns by sharing them with us. No-one will be treated less favourably because they raise a concern.

Morden College's policy is to:

- provide a fair complaints procedure which is clear and easy to use.
- publicise our complaints procedure so that people know how to contact us to make a complaint.

We commit to:

- training staff at Morden College on our complaints policy.
- investigating complaints fairly and in a timely way unless anonymity or lack of information prevents this.
- gathering information which helps us to improve what we do.
- using the learning from complaints to improve the quality of service provided.
- complaints are, wherever possible, resolved and that relationships are repaired.



Confidentiality

We will handle all the information you provide sensitively, telling only those who need to know and following any relevant data protection requirements. Individuals making a complaint will not be treated less favourably because they have raised a concern.

We appreciate that some people prefer to raise complaints anonymously, but we encourage complainants to provide their details so that we can, if necessary, contact them for any further details we need to investigate the issue thoroughly and fairly. This also allows us to update them on the progress of the issue they raised.

Complaints Handling Procedure

We value your thoughts and want to make it easy for you to contact us to provide feedback or make a complaint.

The Head of Resident Services will oversee all complaints, forwarding them to the appropriate Manager for investigation. The Head of Resident Services will escalate complaints to the Chief Executive, if necessary, who will escalate these to the Board of Trustees depending on the complexity or seriousness of the issue.

These are the ways you can get in touch with us:

1. Face to face: if you wish to make a complaint, then please speak to Resident Services directly. It may be possible to resolve the issue informally and immediately. Any staff member who receives a complaint will always record the details of your complaint and tell their own supervisor or line manager about it. A copy of the complaint will be logged in Morden College's Complaints Register. It may be possible for things to be resolved straight away.
2. You can call our Resident Services on 0208 463 8342 to make a complaint and your concern will be documented as outlined in 1. above
3. You can email us on complaints@mordencollege.org.uk
4. You can write to the: Head of Resident Services, Morden College, 19 St Germans Place, London, SE3 0PW.

If the person you first approach can't resolve your complaint immediately, we will investigate and respond in writing within 10 working days of receiving the complaint.



If the issue cannot be resolved informally immediately, and an investigation is required, we will:

- Record full details of your complaint including the relationship of the complainant to Morden College, e.g., beneficiary, service user, family member, member of the public, etc.
- Record the complaint on our Complaints Register.
- Take all necessary steps to investigate the matter.
- Keep you informed until the matter is resolved to your satisfaction or until all appropriate steps (in Morden College's reasonable opinion) to resolve the matter have been taken.

Resolving complaints

Our commitment to you is to address each complaint in a sensitive, fair, transparent, equitable, professional, and unbiased manner through the complaints handling process.

We will always operate from the premise that any person is entitled to express their views about our services and that those views should be taken seriously. We will not, however, tolerate any abusive, rude or discriminatory language or behaviour towards any of our staff, and may decline to investigate a complaint further in such circumstances.

Stage 1 – An informal complaint or concern

In many cases a complaint can be resolved straight away by talking to a staff member. If you have not mentioned your concern, we may not know that there is an issue. If you are unhappy, telling us immediately helps us to deal with the issue at the time. If the complaint is received by a staff member when it occurs, they may be able to resolve it swiftly and will do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information will be logged by us.

Stage 2 – A formal complaint or concern

If the complaint cannot be resolved informally, the complaint must be sent to the Head of Resident Services. They will identify an appropriate person to investigate it and determine the appropriate action that must be taken. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.



Once we receive the complaint we will investigate and respond in writing within 10 working days.

If this is not possible because, for example, an investigation has not been fully completed, an update will be sent with an indication of when a full reply will be given.

The outcome response will describe the action taken to investigate the complaint, the conclusions from the investigation, and (subject to the terms of Morden College's Resident's Privacy Policy and Employee Privacy Policy) any action taken, or lessons learnt as a result of the complaint.

Stage 3 – Appeals

If the complainant considers that the problem has not been satisfactorily resolved at Stage 1 & 2, the complainant has 5 working days from the date of the written response to submit a written appeal to the Chief Executive. The Chief Executive will respond in writing within 5 working days, outlining the next course of action and the anticipated timescale for handling the appeal. The Chief Executive may delegate a suitably senior person to investigate the complaint. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage 2. The person who dealt with the original complaint at Stage 2 will be kept informed of what is happening.

This is the final stage of the Complaints Procedure. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

Once we receive the appeal, we will investigate and respond in writing within 20 working days.

If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

The outcome response will describe the action taken to investigate the complaint, the conclusions from the investigation, and (subject to the terms of Morden College's Resident's



Privacy Policy and Employee Privacy Policy) any action taken, or lessons learnt as a result of the complaint.

External Stage

As Morden College is a registered charity, if the complainant is not satisfied with the College response, they can complain to the following external organisations.

- **The Charity Commission Regulator**

Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at: <https://www.gov.uk/complain-about-charity>. The Charity Commission can be involved at any stage of the complaint.

- **The Local Government and Social Care Ombudsman**

A step-by-step guide is available on their website detailing how to make a complaint. Details can be found on their website at: www.lgo.org.uk/how-to-complain

- **The Care Quality Commission**

If the complaint is about Cullum Welch Court or the Domiciliary Care Service, the complainant can contact the regulator of both services, the Care Quality Commission. Their contact details are as follows:

Care Quality Commission
(South East Region)
Citygate, Gallowgate
Newcastle-upon-Tyne
NE1 4PA

Tel: 03000 616161

Fax: 03000 616172

Email: enquiries.southeast@cqc.org.uk

Website: www.cqc.org.uk/give-feedback-on-care

Review of this Policy and Complaints Received

This policy will be reviewed by the Health and Wellbeing Committee every 12 months and all complaints received (and compliments) will be registered on a central complaints and



commendations register. The register will be brought before the Committee for review at our regular meetings. Through this process of regular review, we aim to improve our services to you and to ensure that any lessons learnt are implemented by the charity.

Variation of the Complaints Policy

The College may vary the policy for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or Trustee should not also have the Chair and/or trustee involved as a person leading a Stage 2 or 3 review.

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Nicholas Sayer	November 2022	November 2023	All	1
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