



Manchester People First Making a complaint

We want Manchester People First to be a happy, fair and well-run organisation. We know that sometimes we may do things wrong.



If our members, the people we deal with, or the people who work for us are not happy with the way something has been done, they can complain. This leaflet tells you how to.

We will listen to complaints and change things if we need to.



A complaint is when you are not happy with something and want to tell us why you are not happy, so we can change things.



If staff have a complaint they should make it using the Grievance Procedure, or bring it up at a supervision or staff meeting. Members and people we work with, use this Complaints Procedure.

You will not be treated badly for making a complaint, but you must not make a complaint if it is not true.

How to complain



Sometimes things can be sorted out without making a complaint.

If you are not happy about something, you may be able to sort it out by telling someone why you are not happy. This can stop problems getting bigger.

If this does not sort out the problem, or if you are uneasy about telling someone, you can make a complaint.

Before you make the complaint



Think about what you want to complain about.

It can be hard to remember everything you may want to say, so it may help to write it down.

Think about when things happened, were there any witnesses, what did people say?

This can be important if it is your word against someone else's.

What do you want to happen because of your complaint?

Advice and help to make a complaint



You can get someone to help you such as a friend, family member, or an outside group such as the Citizens Advice Bureau.

We can help you find someone independent to help and give you advice and information. Tell us if you want this to happen.

Privacy



We will keep things private, but if you make a serious complaint, we may have to tell other people such as the police or services.

Stages

There are 3 stages or steps in how we deal with complaints.

Stage 1: Informal Complaint

Tell the Project Manager at Manchester People First you want to complain about something. You can come to the office, or we can visit you at home. We will listen to your complaint in private.



Once you have told us about your complaint, we will try to sort things out. We will tell you in writing what we will do to sort your complaint out. We will try to do this in 1 week.

Stage 2: Formal Complaint



If the problem cannot be sorted out and you are still not happy, you can ask for the problem to be looked at by the Committee of Manchester People First.

The Committee will meet with the Project Manager and have independent support to look at your complaint.

We will write to you and tell you what the Committee has decided.

It will take about 4 weeks to set up the meeting.

Stage 3: Appeal



If you are still not happy, you can ask for an independent group to look at your complaint. Manchester People First will find an outside group to do this.

This stage is the end of the complaints procedure.

We hope your complaint will have been sorted out.

If you want to make a complaint, please use our complaints form.



Manchester People First Complaint form

To help you make a complaint, fill in this form. Keep a copy.

Send it to: The Project Manager, Manchester People First,
3 Broughton Street, Cheetham Hill, Manchester, M8 8RF

Your Name:

.....

Are you a Manchester People First Member?

Yes No

Address we can write to you at:

.....

.....

.....

Post Code:

.....

Phone Number (day time):

.....

Email:

.....

Today's date:

.....

Do you need us to get you help to make the complaint?

Yes No

If someone is supporting you to make this complaint, who is it?

What is your complaint?

Please tell us dates and places if you can.

If you are complaining about a person, tell us their name?