



**MAGIC ME  
COMPLAINTS PROCEDURE  
18 Victoria Park Square  
London  
E2 9PF  
Registered Charity: 328331**

Magic Me describes a complaint as any expression of dissatisfaction (with Magic Me and its service, with a member of staff or volunteer, or with a Magic Me Trustee) that relates to Magic Me and that requires a formal response.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Magic Me seeks to offer a quality service. As part of this commitment, it is the responsibility of the Charity's staff and volunteers to raise awareness of the existence of the Complaints Policy. This means that where people are dissatisfied with the nature of, or quality of the Charity's work, they are aware of their right of complaint.

Magic Me acknowledges that making a complaint either formally or informally is a difficult undertaking for most people. As such, all those making a complaint will be offered independent support to assist them through the complaints process. Anyone wanting assistance with making a complaint can contact the Charity who will arrange for a person not involved in the complaint to assist. Alternatively, you can ask someone to help you with your complaint at any stage of our complaints procedure: this can be through the Citizen's Advice Bureau, or other organisations, or a councillor, or if preferred, a friend or relative as long as they have your permission to represent you.

### **Complaints Procedure**

**Serious Complaints include: Accusations of theft, physical or sexual abuse**

**Non-serious complaints include: minor disagreements, lack of service reliability**

Due to the nature of serious complaints, investigations may result in formal criminal proceedings.

It is hoped that if the complaint is minor in nature, it may be resolved informally to the satisfaction of the complainant, by the relevant member of staff. Where the complainant is unsatisfied with informal resolution, the procedure below will be followed.

### **Expressing your dissatisfaction**

We need to know the exact nature of your complaint, so please provide as much information as possible about the service provided, the individuals or project involved and why you felt that the service offered did not meet your expectations. If possible, please try to tell us what you would like us to do to make things right.

Where possible, serious complaints should always be made in writing, for the attention of the **Director of Magic Me, 18 Victoria Park Square, London, E2 9PF**. If this is not possible, an oral complaint will be adequate in person at the above address or over the phone on 020 3222 6064. Where complaints are about the Director, they should be forwarded to the Chair of Trustees, Alison Harvie at chair@magicme.co.uk.

### **Acknowledgement**

Receipt of the complaint will be acknowledged within seven days. A formal Record of Complaint form will be dispatched for you to complete. All persons involved in the complaint will be notified by the Director.

We will endeavour to provide a full response to your complaint within 28 days of our receipt of your complaint. In the event that it is not possible to provide a full response by this time, we will tell you when you can expect to receive a reply.

### **Investigation**

All formal complaints will be investigated by someone independent of the complaint. In some circumstances, this investigation will be done by an external independent person. A decision will then be made on the justification for the complaint and the action to be taken. In some circumstances may lead to disciplinary action in accordance with the Charity's procedures.

When the investigation is complete, we will write to you and explain how and why we have come to our conclusions. This will include details of any actions that we will take to remedy the situation or at least put things right for the future.

### **What to do if you are still unhappy**

If you are not satisfied with the response you receive, you should write to the Director of Magic Me setting out clearly and in detail why you remain dissatisfied. You should make it clear that you would like us to review our

handling of your complaint. You may only do this after you have exhausted our complaints procedure outline above.

Receipt of the complaint will be acknowledged within seven days. The acknowledgement will name the person responsible for considering and reviewing your complaint afresh and the likely timescale.

Our target for replying at this stage of our complaints procedure is 28 days from the date of receipt by us of your request for a review of your complaint. In the event that it is not possible to provide a full response by this time, we will tell you when you can expect to receive a reply.

The person who considers and reviews your complaint under this stage of our complaints procedure will:

- make sure that your complaint is clear;
- check that the Stage One procedure has been completed;
- review, with the person who dealt with your initial approach, the reasons for their response;
- consider the issues afresh for themselves;
- decide upon their own findings in the light of these considerations; and
- write to you setting out their findings

The review will produce a detailed response, which will contain sufficient information to show that your complaint has been fully investigated.

This will be our final response to you under our complaints procedure. If your complaint is upheld (i.e. the outcome of the review finds in your favour), you will receive an apology and, where appropriate, be given details of any action that we will take to remedy the situation or at least put things right for the future.

**Published by General Manager: 07/09/2017**

**Last reviewed: 04/07/2019**

**Next review date: 03/07/2021**