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Tel: 07510734544 Email: umhan@live.co.uk

Complaints Policy

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Background

UMHAN is committed to providing a high quality service to everyone we deal with. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

This policy applies to all persons – Trustees, Staff and Volunteers – involved with UMHAN. It also applies in limited scope to our members.

Our responsibilities

We are a registered charity and membership organisation, with a variety of different membership levels. This includes Mental Health Practitioners who may be regulated by another professional body, such as the Health & Care Professions Council or Nursing & Midwifery Council. We are not a regulatory body ourselves, which means we do not have powers to stop somebody working in their role.



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Our Service Complaints process is overseen by the Board of Trustees, and is for any complaints about the services we deliver as an organisation. We would expect this to be used by our members, as well as external partners.

Complaints against our members

UMHAN is the professional body responsible for upholding the standards of work for Specialist Mentors **accredited through the DSA MHM Consortium accreditation scheme only**. The process to raise a concern or complaint against these types of mentor is detailed below in our Member Complaint section.

For complaints about the standards of work of other members, you should use their employer's complaints process.

If you are a student and wish to complain about a University member of staff, you will need to follow the complaints process of that University. If you have followed all of the relevant steps and you are still not satisfied, you can make a complaint to the [Office of The Independent Adjudicator](#).

However, when any member renews their UMHAN membership they are bound by our [Capability Framework](#) and so you can inform us if you feel this has been breached by using the form attached.



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Service Complaints

This process is for general concerns or complaints about UMHAN, its employees or Board of Trustees.

Informal complaint - what you need to do

For general expressions of concern, please email umhan@live.co.uk with as much detail as possible.

Informal complaint - what we will do

Where issues are simple and we accept we have done something wrong, we may not need a formal investigation. We can say sorry, try to put things right and / or learn from our mistake. Where this is an option, we will do this promptly and within 10 working days.

Any member of staff can deal with a complaint informally (including the person being complained about) and offer an on-the-spot apology. If the complaint is simple but the person who received the complaint cannot handle it because they are unfamiliar with the issue, they will pass it on to someone who can as soon as possible.

Formal complaint - what you need to do

If you are dissatisfied with the response to an informal complaint, or the issues are complex or serious, please email umhan@live.co.uk including your name, what your complaint is about and any other details (such as a wish to receive a response by post).

Examples of issues we would consider serious are:



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- Discrimination of any sort
 - You can see our Equality & Diversity Policy for more information
- Verbal abuse by a member of staff

The complaint should be made by email to the Charity Manager who will acknowledge, in writing within 10 working days, the receipt of any complaint. If the complaint is about the Charity Manager the complaint should be addressed to the Chair (marked 'confidential'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

Formal complaint - what UMHAN will do:

The Charity Manager (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Charity Manager (or Chair) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Charity Manager (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. They will report to the Board on this at least annually.



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If you wish to comment on areas such as our policies, blog, or strategy, please use our feedback form. Please also let us know if you are happy with UMHAN's services.

Member complaint

This is for concerns or complaints regarding Mentors accredited through the DSA MHM consortium.

What might be the outcome of the process?

Depending on the nature of the concern, a member might have their membership suspended while they comply with some additional training or supervision requirement.

One of the outcomes is that an accredited Specialist Mentor's membership is terminated, and they are removed from our public register - this would have a direct impact on their ability to work. We would also inform their employer that their membership had been terminated. If the person is a sole trader, we will inform the funding body.

For other members, removal from the public register may not have an impact on their current employment, however we would inform their employer that their membership had been terminated.

We can not make a member apologise to you, or provide any kind of financial compensation.



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How can I raise a concern?

Step One - informal

We would normally expect you to raise any issues with the person concerned in the first instance; this might mean, for example, that they can adapt their way of working.

For students

It is understandable that sometimes a Mentor/Student relationship may not work, for a number of different reasons. If you feel that you don't get on with the Mentor, or that you have different styles of working that can not be resolved you can request a change of Mentor. It may take some time to find a suitable replacement. Please ask a Disability Advisor at your University if you are unsure how to do this.

Step Two

If the approach in Step One has not worked, you can raise an initial, informal concern by completing the form on our webpage:

<https://www.umhan.com/pages/concerns-and-complaints>

You should do this within 3 months of the issue arising, and sooner if possible. We may be able to respond quickly, and without investigation, and if so will normally contact you within 10 working days (N.B. As our inbox is unmanned during annual leave and sickness it may take longer during these times.)



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If our response requires investigation, we will let you know within 10 working days, and aim to respond fully within 28 working days.

Step Three

If you are not happy with our response, the issue will be escalated to an independent complaints reviewer who has not been involved in the process in any way up to this point. You will be asked to provide evidence along with your submission. They may contact you directly if they feel they need more information. The reviewer will aim to respond fully within 28 working days, which allows the Mentor time to provide a response.

Step Four

After this, if you wish to appeal an outcome, we will request that you provide either:

1. Evidence that our process has not been followed properly, and that this has therefore effected the outcome.
2. Further evidence to support your complaint, with an explanation of why this was not provided originally.

Step Five: Appeal to Third Parties

There is no regulated third party with regard to complaints about support workers. However you may wish to contact your Disability Advisor, Needs Assessor or funding body to discuss your support.