



# Complaints Policy

**This Policy was last reviewed in December 2024**

This policy will next be reviewed in July 2026

OCD-UK is a non-profit making charity and is not associated with any other organisation.

Charity Registration Number: 1103210

**Charity Postal Address:** OCD-UK, 8 Chapel Street, Belper, Derbyshire DE56 1AR

## Introduction

We always try to provide the best possible care when supporting children and adults affected by Obsessive-Compulsive Disorder, however when working with so many people we know that we might not always get it right. In many cases the problem can be sorted out straight away, so wherever possible, you should voice your concern with the OCD-UK team that you have been working with.

If you have issues that can't be resolved straight away and you feel you wish to make a formal complaint, we promise to take your concerns seriously. This document is to help guide you through the OCD-UK Complaints Policy and Procedures.

Our aim is to resolve issues of concerns and/or dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of each individual case.

We will also promise that when someone does make a complaint which we uphold, that we will endeavour to learn from that experience and help us improve the services that we deliver.

### **Anonymous complaints**

Complaints submitted anonymously will be considered if there is enough information in the complaint to enable the charity to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, the charity may decide not to pursue it further. However, the charity may give consideration to the issues raised and will record the complaint so that corrective action can be taken as appropriate.

### **Time limit for making complaints**

Complaints should be raised with the charity as soon as problems arise to enable prompt investigation and swift resolution. For this reason, the charity has a 12-month time period for complaints to be submitted. The time limit can and should be extended beyond twelve months where the complainant has a good reason for not making the complaint within the time limit and, where, despite the delay, an effective and fair review is still possible.

Complaints submitted beyond this time limit which are not progressed through our formal complaints process will still be recorded so that corrective action can be taken as appropriate.

This policy and procedure is intended to provide a mechanism for dealing with any problems swiftly and effectively.

### **Procedure**

Our complaints process is intended to provide a quick, simple and streamlined procedure with a strong focus on early resolution. The procedure involves up to two stages, details of which are explained below.

- **Stage 1** - Frontline early resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible. Aim to provide a resolution within five working days.
- **Stage 2** - Complaint Investigation is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case. Aim to provide a resolution within thirty working days.

These stages are explained in more detail on the next page.

### **Front Line Resolution**

For issues that are straight forward where appropriate may be dealt with by individual department leads for frontline resolution. An example of this may be someone unhappy about not being able to access one of our services.

We will endeavour to acknowledge and resolve all such front-line resolutions within five working days, if we will need a little longer time to provide a resolution we will advise the complainant within those five days. An example of resolutions might include an on-the-spot apology, explanation or other action to resolve the complaint quickly to the satisfaction of the complainant.

Such actions will then be logged with the Chief Executive who is responsible for reviewing charity services and processes. Complaint details, outcome and action taken will be recorded and used for ongoing service improvements

If a complaint cannot be resolved through this front-line resolution it may be escalated for further investigation by senior staff.

### **Investigation**

For issues that have not been resolved through frontline resolution, or are considered serious/high risk that are complex will be undertaken by a senior member of staff. This may involve the Chief Executive and/or the Chair of our trustee board.

Such complaints will be acknowledged within five working days, and we aim to provide a resolution within thirty days (one calendar month). Should we need a little longer time to provide a resolution we will advise the complainant within those thirty days, and aim to take no longer than 90 days (three calendar months) to provide a resolution.

All complaints, those that are not upheld and those that are upheld will be logged and actions recorded and used for ongoing service improvements.

Complainants who remain dissatisfied after an investigation has been completed have the right to review and where appropriate can contact an independent organisation for resolution. Details for the charity commission are detailed further down this document.

## **Handling Complaints**

When the OCD-UK staff are handling complaints, they will consider some of the following key questions:

- The timeframe for the complaint, can we achieve a resolution within our guidelines and is the complaint about an incident with the 12-month complaint timeframe?
- What specifically is the complaint (or complaints) about, and which colleague or area of the charity is involved?
- Can another member of staff assist in seeking a frontline resolution, if not, is the Chief Executive the more appropriate person to handle this complaint?
- What assistance can be provided to the complainant in taking this forward?
- What outcome is the complainant hoping for and can that be achieved?
- Can the complaint be resolved on the spot by providing an apology /explanation / alternative solution?

## **Our response will:**

When we provide the complainant with a resolution our response will aim to include the following:

- The outcome will be communicated to the complainant. This may be face-to-face, by phone, in writing or by email.
- Clearly outline our decision providing clear, evidence-based reasons for the decision that we take.
- Respond openly to all the points raised by a complainant.
- Acknowledge if things have gone wrong and take appropriate and proportionate action to put things right, including apologising where appropriate.
- Include any lessons that we have learned, and any changes made to services, guidance or policy as a result of the complaint.

## Governance of the Complaint Handling Procedure

### All staff will be aware of:

- This complaints policy.
- How to handle and record complaints at the frontline resolution stage.
- Who they can refer a complaint to if they are unable to handle the matter personally.
- The need to try and resolve complaints early as possible and the timeframes we aim to work towards.
- Their authority to attempt to resolve any complaints they may be called upon to deal with.

### Recording complaints

To collect suitable information for the purposes of review, and in case of subsequent additional complaint it is essential that all complaints are recorded in sufficient detail. The minimum requirements are as follows and may supersede our data and privacy policy in terms of data that we store.

- Name and contact details of the complainant
- Date of receipt of the complaint
- How the complaint was received
- Staff member responsible for handling the complaint
- Service/department to which the complaint relates, including member of staff/volunteer/trustee any complaint may relate to
- Action taken and outcome at frontline resolution stage
- Date the complaint was closed at the frontline resolution stage
- Date the investigation stage was initiated (if applicable)
- Action taken and outcome at investigation stage (if applicable)
- Date the complaint was closed at the investigation stage (if applicable)
- Underlying cause and remedial action taken
- Response times at each stage
- Subsequent communication from the complainant

Such data will be stored electronically in a shared folder accessible to senior members of the charity only three people: (Chief Executive, Executive Assistant and Chair).

Complaints will be handled with discretion and access to information about individual investigations will only be shared with those who have a legitimate access requirement.

Where possible, members of staff should be informed if a complaint has been made about them or actions for which they were responsible. OCD-UK has a duty of care to staff complained about as well as to complainants. We will ensure members of staff have an opportunity to respond to the allegations made, where appropriate.



### **Independent External Review – Charity Commission (or other)**

For issues that have not been resolved through these aforementioned

ioned charity procedures and you do not feel satisfied you can contact **The Charity Commission** at the address below.

Charity Commission

PO Box 211

Bootle

L20 7YX

Telephone - 0300 066 9197

<https://forms.charitycommission.gov.uk/>

The Charity Commission will assess whether there is sufficient evidence of service failure by the charity.

The OCD-UK charity registration number is 1103210.

## Information for the public

This entire policy will be publicly available on our website at

<https://www.ocduk.org/complaints>

### How do I complain?

You can complain in writing or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and within 12-months. You are welcome to share a concern before submitting a formal complaint. Concerns and complaints can be sent in writing by email to: [complaints@ocduk.org](mailto:complaints@ocduk.org) or in writing to:

OCD-UK,  
8 Chapel Street,  
Belper  
Derbyshire  
DE56 1AR

When writing to us to submit your complaint, please tell us:

- Your full name and address.
- As much as you can about the complaint, including when the issue occurred and what has gone wrong.
- How you would like us to resolve the matter.

Alternately, please complete the form below. Once we receive your concern or complaint it will enter one of two stages, details of which are explained below. Our complaints process is intended to provide a quick, simple and streamlined procedure with a strong focus on early resolution.

- **Stage 1** - Frontline early resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible. Aim to provide a resolution within five working days.
- **Stage 2** - Complaint Investigation is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case. Aim to provide a resolution within thirty working days.

These stages are explained in more detail within our complaints policy. If you wish to proceed to make a complaint, please complete the form below:



## **Webform**

The webform will request the following information:

### **Personal Details**

- Name:
- Address:
- Preferred method of contact: email/telephone
- Email:
- Telephone:

### **Your Concern**

- Please outline your concern/complaint
- Please provide a brief explanation of the issue(s) you consider to be unresolved
- What would your preferred resolution to resolve this be?
- If you are submitting this complaint more than 12 months from when you first became aware of the problem, please provide a brief explanation for the delay.

(all have a max 2000 characters per form)

- **POLICY ENDS**