



## Union of the Sisters of Mercy

### **Complaints Policy**

Complaints are encouraged and welcomed as a way of ensuring that any dissatisfaction with any aspect of our operations or services is brought to our attention as quickly as possible. Our aim in all cases is to deal with complaints efficiently and fairly, within a reasonable timescale and, wherever possible, to achieve a resolution which is satisfactory to both the complainant and us. All complaints will be investigated appropriately, handled sympathetically and confidentially, and responded to within agreed timeframes. Where necessary, improvements will be made.

If a user of our services or a visitor makes a complaint to you and it is not something that you can resolve, it is a requirement that you make a note of the complaint and pass this on to the appropriate person – the Congregational Leader, Manager, line manager. You should at all times be courteous and polite to any complainant and assure them that their concerns will be taken seriously.

### **Whistleblowing**

We take allegations of wrongdoing, or malpractice (in any form) very seriously and therefore seek to ensure that employees, acting in good faith, who genuinely believe that wrongdoing is evident, are able to disclose the information without fear of detriment or victimisation, and in confidence. You are encouraged to be open about your concerns, and to express them at the earliest opportunity.