



MOURNE MAMAS Complaints Policy

Mourne Mamas Complaints Policy 2026

Date adopted: September 2026

Review date: September 2027

1. Purpose

Mourne Mamas aims to provide a welcoming, inclusive and supportive community for mums and their families. We want everyone who attends our events, activities or MAMA HUB sessions to have a positive experience.

We recognise that sometimes things may go wrong or someone may be unhappy with an aspect of our activities or services. This policy sets out how concerns and complaints can be raised and how Mourne Mamas will respond to them fairly, respectfully and consistently.

2. Who can make a complaint?

A complaint can be made by anyone who has had contact with Mourne Mamas, including:

- Members of the Mourne Mamas community
- Attendees at events or MAMA HUB sessions
- Volunteers
- Parents or carers
- Partner organisations or members of the wider community

Complaints may relate to an event, activity, service, volunteer, committee member, communication or another aspect of Mourne Mamas.

3. Informal concerns

Where appropriate, we encourage concerns to be raised informally in the first instance.

Many issues can be resolved quickly through a conversation with a Mourne Mamas committee member or volunteer. We will listen to the concern and, where possible, work with the person to find a suitable resolution.

However, there is no requirement to raise a matter informally first. A formal complaint can be made at any stage.

4. Making a formal complaint

Formal complaints should preferably be made in writing and should include:

- The complainant's name and contact details
- A clear description of the complaint
- Relevant dates, locations or events
- The names of anyone involved, where appropriate
- Any action already taken to try to resolve the issue
- What outcome or resolution the complainant is seeking

Complaints can be submitted by email to Mourne Mamas or provided in writing to a member of the committee.

Where someone requires assistance to make a complaint, reasonable support will be provided.

5. How complaints will be handled

Mourne Mamas will aim to:

- acknowledge a formal complaint within **5 working days**;
- consider the complaint fairly and impartially;
- speak to relevant individuals where further information is required;
- maintain confidentiality as far as reasonably possible; and

- provide a written response, where appropriate, within **20 working days**.

If more time is required because of the nature or complexity of the complaint, the complainant will be informed.

6. Complaints involving committee members

A complaint will not be investigated solely by the person who is the subject of the complaint.

Where a complaint concerns a committee member, it will normally be considered by the Chair and another appropriate committee member.

Where the complaint concerns the **Chair**, it will be considered by the **Vice Chair and another committee member** who is not directly involved in the matter.

Committee members must declare any conflict of interest and withdraw from handling a complaint where their involvement could affect, or reasonably appear to affect, impartiality.

7. Safeguarding concerns

Complaints or information that raise concerns about the safety or welfare of a child or vulnerable person will be dealt with in accordance with the **Mourne Mamas Safeguarding and Child Protection Policy**.

Safeguarding concerns may need to be referred to the appropriate statutory authorities and will not necessarily be dealt with solely through the complaints procedure.

8. Confidentiality and data protection

Information relating to complaints will only be shared with those who need it in order to consider, investigate or respond to the matter, unless disclosure is required for safeguarding or legal reasons.

Complaint records and personal information will be handled in accordance with the **Mourne Mamas Data Protection and GDPR Policy**.

9. Outcome

Following consideration of a complaint, Mourne Mamas may:

- uphold the complaint in full or in part;
- not uphold the complaint;
- provide an explanation or apology;
- take appropriate action to address the issue;
- review or change a procedure or practice; or
- identify learning or improvements for future activities.

The complainant will be informed of the outcome and, where appropriate, any action that Mourne Mamas intends to take.

10. Review of a decision

If a complainant is dissatisfied with the outcome, they may request that the decision is reviewed.

The request should explain why they believe the complaint has not been adequately addressed. Where possible, the review will be undertaken by committee members who were not responsible for the original decision.

The outcome of the review will represent the final stage of the Mourne Mamas internal complaints procedure.

11. Unreasonable or persistent complaints

Mourne Mamas is committed to taking genuine concerns seriously. However, abusive, threatening or discriminatory behaviour towards volunteers, committee members or members of the community will not be accepted.

Where repeated contact about a complaint has already been fully considered and no new information is provided, the committee may decide that no further action will be taken. Any such decision will be communicated clearly and respectfully.

12. Recording and learning from complaints

A confidential record of formal complaints and their outcomes will be maintained.

The committee may periodically review complaints to identify recurring issues, areas for improvement or changes that could help Mourne Mamas provide a safer and better experience for its community.

13. Policy review

This policy will be reviewed annually, or sooner where there is a significant change to Mourne Mamas activities, relevant guidance or legislation.

Approved by: Mourne Mamas Committee

Date approved: September 2026

Next review: September 2027