



## The Mint House

### Feedback and Complaints

#### Policy statement

The Mint House is committed to promoting - and modelling - safe, high quality restorative practice, including in how we handle feedback. If something has gone well we'd like to know about it so we can learn from this. We also want to know if we've made a mistake or got something wrong so that we can work to put things right.

We aim to handle feedback and complaints in an open and transparent way and in line with the Restorative Justice Council's principles of restorative practice:

- **Restoration:** focussing on addressing needs and repairing harm.
- **Voluntarism:** supporting people to take part voluntarily, based on informed choice.
- **Impartiality:** making sure our processes are fair, respectful and unbiased
- **Safety:** aiming to ensure the safety of all participants and to create a safe space to express feelings and views
- **Accessibility:** making sure our support is non-discriminatory and available to all, responding to diversity needs
- **Empowerment:** supporting people to feel confident and making informed choices and reaching solutions that meet their needs.

The rest of this document sets out what this means in practice.

#### How can I give feedback or make a complaint?

**Comments and compliments:** If you'd like to comment on something, pay a compliment or say thank you, please let us know, either by speaking to a member of the Mint House team, by phone, email or letter. (See overleaf for contact details.)

**Complaints:** If you have a complaint, please also let us know via any of these routes. Where possible, we will aim to resolve the problem at the point of first contact through an honest and respectful conversation about what has happened, who has been affected and what needs to happen to put things right.

Should you not feel the matter is resolved we'll invite you to pursue your complaint through our formal complaints procedure.

## **Formal Complaints Procedure**

Stage one: We will ask you to outline your complaint by phone, email or letter, letting us know: what happened, who was involved, how you were affected and what you would like to happen next. A team member will acknowledge receipt of your complaint and contact you within 5 working days to let you know what action is being taken to resolve the complaint.

Complaints will be independently investigated by someone removed from the incident or issue and at an appropriate level of seniority. We aim to resolve all complaints within 20 working days (4 weeks) of receiving the complaint. Should this not be possible for any reason we will let you know in writing of any delays.

Stage two: If you are not satisfied we will refer your complaint to the Mint House Chair of Trustees. As with Stage one, we will acknowledge receipt of your complaint within 5 working days and aim to reach a resolution within 20 working days. Where appropriate, and with your consent, we will seek to resolve your complaint via a restorative meeting.

## **What if I want to take the matter outside The Mint House?**

We understand that you may wish to take your complaint to someone completely outside our service. If this is the case, or if you've tried our internal complaints procedure, and are not satisfied, you can contact the RJC Independent Complaints and Appeals Examiner (ICAE) and the procedure set out in the RJC Complaints Policy will be followed. A copy of the policy can be downloaded from [www.restorativejustice.org.uk/complaints-and-appeals](http://www.restorativejustice.org.uk/complaints-and-appeals).

A record will be kept of all complaints and compliments. Any personal data held will be processed in line with our data protection policy.

Contacts for feedback and complaints:

You can contact us:

- By phone (call or text): 07512 144642
- By email: [RP@minthouseoxford.co.uk](mailto:RP@minthouseoxford.co.uk)
- By writing to us at The Mint House, Oxford Centre for Restorative Practice c/o New Road Baptist Church, Bonn Square, Oxford, OX1 1LQ.

## Overview – Complaints process flowchart

