



## **Procedure for a complaint by a client**

### **Introduction**

- Refugee Action Kingston aims to provide clients with the best possible service within the limits of our resources. This procedure only deals with complaints about the service in general.
- There may be occasions where a client considers that the quality or level of service provided falls short of what can be reasonably expected.
- This procedure requires all parties to respect and agree to a policy of strict confidentiality.

We try to ensure our clients get the best possible service and we are always pleased to get feedback, but if you are unhappy and wish to make a complaint, this is how to do so.

### **Informal Complaints**

If you have a complaint, please do discuss this informally with a staff member who will listen carefully to this and will try to resolve the issue. If the complaint cannot be resolved informally it will be reported to the Director.

### **Formal complaints**

If the complaint cannot be solved informally please follow these steps: you can ask for assistance from a Citizens' Advice Bureau in making this complaint.

#### **Step One**

Please make your complaint to the Director by telephone or in writing. You must provide your contact details, which will be kept strictly confidential. If an interpreter or advocate is needed this can be arranged with the Director. If you do not wish to discuss your complaint with the Director, you must contact the Chair of Trustees,

#### **Step Two**

The Director will deal with the complaint personally and acknowledge receipt of the complaint within 5 working days of receiving it. If the complaint is about a volunteer or staff member it will be investigated by the Director. If the complaint is about the Director it will be referred to the Chair.

#### **Step Three**

The Director or Chair will investigate the complaint. The Director will communicate the outcome of the investigation to you as soon as possible and usually within 10 working days of receiving the complaint; if this is not practical they will notify you within 10 days when they expect to be able to report. If they uphold the complaint they will send you an explanation, apology and/or action plan for making sure the problem does not

reoccur. If they do not uphold the complaint the reasons for this will be sent to you explaining how you can take the matter further if you are not satisfied, including any deadlines that apply.

#### **Step Four**

If you are not satisfied with the outcome of the investigation you can appeal within 15 working days of receiving the decision by notifying this appeal in writing to the Director.

#### **Step Five**

The Board of Trustees will appoint a panel of at least three members of the Board of Trustees to consider the appeal. No trustee who has been involved in the matter leading to the complaint, or the investigation of the complaint will take part in this appeal panel. The panel may ask you and the Director to provide additional information before making a decision. This may include inviting you and/or the Director to attend a meeting of the panel for further discussion. The decision of the panel will be final.

#### **Step Six**

The Panel will send its decision, including reasons for the decision, to you within 30 working days but if the matter is urgent every effort will be made to notify the decision more quickly. Where appropriate an apology will be made and an action plan drawn up to ensure the problem does not reoccur. You can consult a Citizens' Advice Bureau if they wish to take further action.

#### **Withdrawal of complaint:**

You can withdraw a complaint at any time by notifying the Director.

#### **Records of complaints**

A record of every complaint will be recorded on the complaints register. This shall be kept centrally and securely. The Director shall report each complaint made to the Trustee Board.

All staff, trustees and volunteers will be made aware of this procedure at their induction and at supervisions. This procedure shall be reviewed by the Board of Trustees annually.

Reviewed 27.11.2020

Pat Monro. Trustee