



# Complaints Policy and Procedure

Policy Key Contact: CEO

Approved by: Chair of Board of Trustees

Date Agreed: March 2023

Review Date: March 2024

## 1. **Statement**

A complaint is any expression of dissatisfaction with RoSA's services, a member of staff, a volunteer or trustee (in relation to their work with RoSA), whether justified or not, that requires a formal response.

RoSA is committed to providing a high quality service to all of our service users, staff, volunteers and trustees. RoSA welcomes feedback on all the services it provides and will take all comments seriously and take action where necessary to deal with any issues. RoSA recognises that complaints are a valuable aid to improving practice and service standards. All formal complaints will be investigated appropriately and complainants will be kept fully informed about the progress and result.

This Complaints Policy and Procedure is aimed at providing a fair and effective complaints framework for service users, volunteers and trustees. It is not for dealing with staff grievances and issues, which should be dealt with through the grievance procedures. Whilst this policy is not for dealing with disciplinary matters, if any aspect of the complaint investigation identifies a staff or volunteer performance issue, the disciplinary process will be followed.

Complaints are welcomed on behalf of others, provided that the person knows and consents to the complaint being made – or from someone acting on behalf of a person who is unable by reason of physical or mental incapacity to make that complaint themselves.

## 2. **Responsibilities**

RoSA's responsibility will be to:

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint
- Take appropriate action if required

Trustees of RoSA will receive an anonymised report of complaints received at each trustee board meeting where applicable. Every attempt will be made to ensure that both the complainant and RoSA maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be



possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

It is the responsibility of the CEO to ensure that this policy and its implementation comply with all legal, statutory and good guidance requirements, to monitor the response and investigation of all complaints, and keep the Board of Trustees informed. A member of the senior management team may act as the investigating officer for complaints and be responsible for the investigation and will work to ensure satisfactory resolution of the complaint. All staff and volunteers are responsible for cooperating with the development and implementation of the policy and any investigations.

There may be rare occasions when RoSA chooses not to respond to a complaint at all. These include:

- When a complaint is about something that RoSA has no direct connection to. RoSA may choose to reply but is not obliged to.
- When someone unreasonably pursues a complaint that RoSA has already responded to. They will be given escalation points but RoSA may choose not to reply again and will always inform the complainant of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member or volunteer.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to RoSA and numerous other organisations as part of a bulk mailing or email. In this instance RoSA can choose whether it is necessary for us to reply or not.
- RoSA cannot respond to complaints made anonymously. However, RoSA will investigate the complaint and use the information to improve services as appropriate.

### 3. **Procedure**

Making a complaint will not affect you being able to receive a service with us.

RoSA believes that if an individual has a problem with or a concern about any of its services, this is normally best dealt with informally and as quickly as possible by the individual or service involved. However, if this does not resolve the issue to the complainant's satisfaction, RoSA has a formal complaints procedure to ensure that the matter is investigated and resolved.

If we are unable to resolve the issue informally and you wish to make a formal complaint you can contact RoSA by phone, letter or email and request a copy of the formal complaints procedure.

When making a formal complaint, you will be asked to provide the following information by email or letter:

- The reason for your complaint
- Where and when it happened



- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)

We will always try to resolve the problem as quickly as possible and we will acknowledge your complaint within 5 working days. We will notify you of when we will next contact you either with a proposed resolution or update. The target time for responding in full to a complaint is 20 working days, though, if the issue is complicated, any delay will be explained within this timeframe.

The outcome of any investigation will be communicated to the complainant in writing with details of any action taken and a timescale for implementation (if applicable and appropriate). Only appropriate members of staff and the Board of Trustees will also receive a copy of the report.

If the complaint relates to the CEO, or if you are not happy with the resolution of your complaint, you can bring this to the attention of the Chair of the Board of Trustees. Please set out clearly in writing the details of the complaint, and (where relevant) explain why you were not satisfied with our response and what you would like us to do to put things right: The Chair of the Board of Trustees- RoSA, P.O. Box 151, Rugby CV21 3WR

The Chair will acknowledge receipt of the complaint in writing within 10 working days. The Chair will investigate the issues and respond to the complainant within a further 20 working days of acknowledging receipt of the complaint.

Alternatively if you do not feel completely satisfied by our response and believe the issue is serious then you can contact The Charity Commission at the address below:

The Charity Commission, PO Box 211, Bootle L20 7YX

#### **4. Complaints Form**

Please send to:  
RoSA  
P.O. Box 151  
Rugby CV21 3WR



## Complaints Form

Name	
Address	
Telephone number	
Email address	
Tell us more about the complaint: <ul style="list-style-type: none"><li>● the reason for the complaint</li><li>● where and when it occurred</li><li>● the name (s) of anyone involved (if known)</li></ul>	
Ideally what would you like RoSA to do about your complaint?	
Date complaint sent	
Signature	