

WEB/RISC

Complaints policy and procedure 2019

Approved and signed on behalf of the RISC Collective:

Print Name:

Signature:

Date:

Approved and signed on behalf of the RISC Board of Trustees:

Print Name:

Signature:

Date:

Adoption date:

Review Date 3 years from adoption date, due:

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Addition added to this policy 05/03/2020

Since there is presently no paid HR administrator within RISC, where the 'HR Administrator' is used within this document it should be replaced with 'HR Trustee'.

WEB/RISC Complaints policy and procedure 2019

Our aim:

WEB/RISC is committed to providing a quality service for its centre users/staff (inc volunteers & trustees) customers and members by working in an open and accountable way that builds the trust and respect of all. One of the ways in which we can continue to improve our service is by listening and responding to the views of our centre users, staff, customers and members and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

The Grievance Procedure may be activated. Please note that it is for the use **of employees only**.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key (if preferable);
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Please note this policy is for service users only. Volunteers with a complaint should refer to the Volunteer Policy. Employees should use the Grievance Policy as noted above.

Preamble

Definition:

(1) **WEB/RISC** defines a complaint as ‘any expression of dissatisfaction’ (with **WEB/RISC**, with a member of staff, or with a **WEB/RISC** Trustee) that relates to **WEB/RISC** and that requires a formal response.

(2) An expression of dissatisfaction may also be related to an ‘area’ of RISC e.g. World shop, Global café, meeting rooms, flyers we produce, exhibitions we show, events we hold, items we sell, artists we use, anything that relates to **WEB/RISC** that requires a formal response.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

WEB/RISC'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 action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to **WEB/RISC's** attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff in **WEB/RISC** (see our Staff Report Structure or write to the Collective);
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow **WEB/RISC** a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond **WEB/RISC's** control.

Responsibility for Action: All Staff, and Trustees of **WEB/RISC**.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and **WEB/RISC** maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Trustees of **WEB/RISC** will receive a report of complaints made and their resolution. A Trustee and a member of the Collective will assess the complaint.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right, or write to the Collective. If the complaint concerns a member of the Collective write to another member of the Collective. If your complaint concerns a Trustee of **WEB/RISC**, rather than a member of **WEB/RISC** staff, you should write formally to the individual

concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of **WEB/RISC** staff to write to, your complaint should be sent to the coordinator responsible.

Our contact details can be found on the part of the **WEB/RISC** Website.
www.risc.org.uk

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to **WEB/RISC's** Collective and ask for your complaint and the response to be reviewed. You can expect the Collective to acknowledge your request within 4 working days of receipt and a response within 15 working days.

WEB/RISC's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from **WEB/RISC's** Collective, then you have the option of writing to the Board Of Trustees RISC 35 – 39 London Street Reading RG1 4PS, stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from the Collective.

The Board of Trustees will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Note. If your original complaint was against a Trustee then the final stage will be handled by a combination of another Trustee and Collective members.

If you are not satisfied with the outcome you may wish to consult with a solicitor or the Charities Commission for England and Wales.