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COMPLAINTS POLICY & PROCEDURE

Charitable Incorporated Organisation
Charity Number: 1159808

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Reason for policy

To resolve complaints in a timely and effective manner, to use the information to improve our service, and to ensure complaints can be handled professionally.

Policy

It is understood that at times, a person can feel aggrieved by their treatment or service, and it is essential that R-evolution has a professional procedure to deal with the complaint. R-evolution treats a complaint as any expression of dissatisfaction with our service which calls for a response.

The organisation's policy is to encourage free communication to ensure that questions and problems arising can be aired and, where possible, resolved quickly and to the satisfaction of all concerned. It is anticipated that most complaints will be resolved through informal discussion without the need to invoke the formal complaint procedure.

Complaints Procedure

Raising a complaint informally

Any person who has a complaint may raise the matter informally with their tutor, mentor or contact at R-evolution. Only if the matter is not resolved between them should the formal complaint procedure need to be used.

Raising a complaint formally

A formal complaint can be made to R-evolution by email to info@r-evolution.org.uk or in writing to R-evolution, Station Road, Cottingham, HU16 4LL.

A complaint against the CEO, should be sent to board@r-evolution.org.uk

To ensure the availability of evidence, complaints should normally be made within 3 months of an incident taking place.

A formal complaint will be acknowledged by R-evolution within 3 working days of receipt.

Complaints will be reviewed by the Head of People Development who will initiate and coordinate the appropriate investigation. This may include interviews with appropriate parties and if necessary further clarification from the complainant. If the complaint is against the Head of People Development, the Chief Operating Officer will initiate and coordinate the appropriate investigation.

R-evolution will aim to resolve complaints within 10 working days, should a further period be required, the complainant will be informed. The Head of People Development will write to the complainant advising them of the conclusions of the investigation.

Monitoring

On a quarterly basis the Senior Management Team will be presented with a summary. On an annual basis the Head of People Development will analyse complaints for trends and investigate appropriate action to improve service provided.