

Complaints Handling Policy

Internal Use only:

Policy number	RASASC COM001
Reason for Issue	Update
Created	April 2017
Written by	Lesley Devonport
Plan Approver	Chair of Trustees
Review Date	January 2019 – no change required
Reviewed date and by	September 2021 by CEO
Update	Insertion of new first stage procedure guidance
Approved by	Simon White, Chair of Trustees, 29 September 2021
Next review date	September 2023

RASASC is committed to providing a high-quality service to our clients and everyone we deal with. When something goes wrong, we need you to tell us about it. This will help us improve our service.

We want to resolve your complaint as quickly as possible. We treat as a complaint any expression of dissatisfaction with our service which calls for a response.

First Stage Procedure

If you have a complaint, we would like to have the opportunity to resolve this directly with you, and our first stage is for the team leader of the appropriate service to contact you and discuss the issue and what you would like us to do.

Please submit your complaint in writing to our administration team, admin@rasasc-guildford.org, who will ask the appropriate team leader to be in contact with you.

Once a discussion has taken place the team leader will investigate your concerns and address these with the individual concerned.

The team leader will then contact you and talk through her findings. If you are not satisfied with the outcome then you can follow our formal complaint procedure, which is set out below.

Formal Complaint Procedure

If you have a complaint, which has not been resolved by the service team leader, please submit your complaint in writing and send to our Chief Executive Officer at RASASC, PO Box 1009, Guildford, Surrey GU1 9EE or send via email to admin@rasasc-guildford.org.

If your complaint is about the Chief Executive Officer or Chair of Trustees you should forward the complaint to our Vice Chair of Trustees via admin@rasasc-guildford.org.

An independent person, appointed by the Vice Chair of Trustees or Treasurer, will investigate the complaint about the Chair of Trustees.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. Before an investigation is started, the Chief Executive Officer (or Vice Chair in relation to complaint about Chair of Trustees or Chief Executive Officer) will summarise your complaint, within 10 working days of the acknowledgement, to ensure that the details of your complaint have been accurately recorded.

3. The complaint summary will be returned to you for you to confirm within 10 working days whether the summary is correct. Please be aware that we will only investigate the complaint issues as agreed in the summary.
4. On receipt of confirmation we will then investigate your complaint.
5. The investigation will involve sharing your complaint with any individual the complaint is about.
6. The Chief Executive Officer (or Vice Chair if appropriate) will gather information from any individual or service that the complaint is about or as deemed appropriate.
7. We may need to request additional information from you for us to complete our investigation and if we do we will be in contact as soon as possible.
8. Once the Chief Executive Officer (or Vice Chair if appropriate) has all the information required to complete the investigation, a copy of the outcome of the investigation will be sent to you within 20 working days of receipt of all information.

If you are dissatisfied with the outcome?

If you are dissatisfied with the outcome of the investigation, the complaint will be referred to the Chair of Trustees (or delegated Trustee) who will respond within 15 working days. The decision of the Chair is final and your complaint will be closed.

If you are dissatisfied with the outcome of an investigation about the Chair of Trustees, the Vice Chair or Treasurer will appoint an independent person to review the case. The decision of the independent reviewer is final and your complaint will be closed.

Recording complaints

We hold a database of complaints received, from whom and the outcomes. These records are kept securely in RASASC's office.

Details of the possible outcomes to a complaint are described in Annex A

Annex A: Possible Outcomes

Making a decision

We will make one of the following decisions:

- Uphold your complaint and recommend actions that should put things right
- Uphold only part of your complaint (partially upheld)
- Uphold your complaint but not make any recommendations because we may have put things right by the time we finished investigating
- Uphold your complaint but not make any recommendations as it is considered the fault didn't have a significant effect on you
- Not uphold your complaint
- We cannot investigate your complaint

Putting things right

We might ask the individual or service to:

- Apologise to you
- Provide a service you should have had
- Improve our procedures so similar problems do not happen again
- Provide appropriate training to individuals or service so similar problems do not happen again

Recording complaints

We hold a database of complaints received, from whom and the outcomes. These records are kept securely in RASASC's office and in accordance with GDPR requirements.