

Complaint procedure for service users

Purpose

The purpose of a complaint procedure is to enable service users to raise issues relating to an activity/staff/committee member, problem, concern, or complaint and to have the matter dealt with as quickly and fairly as possible.

IF YOUR COMPLAINT INVOLVES A SAFEGUARDING ISSUE IT WILL BE IMMEDIATELY BE DEALT WITH THROUGH THE SAFEGUARDING POLICY

Informally raising a complaint

Many issues can be resolved quickly and easily by taking informal action. Please contact RRFSC admin in the first instance to discuss your complaint. We would hope to resolve any issues informally without resorting to the formal procedure.

Formally raising a complaint

Stage 1

You should put your complaint in writing, without unreasonable delay, and send it to the trustees at- Rutland Rotaract Family Support Centre, Unit 16A, Oakham Enterprise Park, Ashwell LE15 7TU or email trustees@rrfsc.org.uk . We cannot respond to anonymous complaints.

They will arrange a conversation with you to discuss your complaint, normally within 5 working days of receiving your complaint. You will be given the opportunity to explain your complaint and how you think it should be resolved. The trustee hearing your complaint will listen carefully to what you have to say and will discuss the matter thoroughly with you. Your complaint may need to be investigated further and you will be advised if this is the case. After your complaint has been fully investigated, you will be notified in writing of the outcome and of any action to be taken to resolve your complaint. This response will normally be given to you in writing, within 5 working days of the meeting. If it is anticipated that the response will take longer you will be informed of this and of the expected timescale. You will also be informed of your right to appeal if you are dissatisfied with the outcome.

Stage 2

If you are dissatisfied with the handling of your complaint at Stage 1, you can appeal in writing to the Board of Trustees.

The Board of Trustees will consider your appeal and, normally within 5 working days of receiving your appeal, will arrange a meeting with you to discuss your appeal. The trustees will listen carefully to what you have to say and will discuss the matter thoroughly with you. The trustees may want to investigate your complaint further and you will be advised if this is the case. After your appeal has been investigated, you will be advised, in writing of the outcome. This response will normally be given to you in writing, within 5 working days of the appeal meeting. If it is anticipated that the response will take longer you will be informed of this and of the expected timescale. You will have no further right of appeal.

During all stages of the formal complaint procedure, you will be provided with copies of notes as soon as they become available.

Right to be accompanied

You have a statutory right to be accompanied by a supporter i.e. friend or family member, at formal meetings which concern a complaint about a duty that we owe to you. If you wish to be accompanied, please confirm your request to Rutland Rotaract Family Support Centre who will confirm if it is reasonable and appropriate for your chosen companion to attend in the circumstances.

Record of complaints example

Date	Name of parent/carer	Nature of complaint	RRFSC member who dealt with complaint	Outcome

Reviewed June 2025 by AW