



Complaints Procedure

Policy Statement

Suffolk Rape Crisis provides confidential support for adult women who have been raped, sexually abused or assaulted. Any complaint about any aspect of the organisation will be taken seriously and processed according to agreed procedures. Users of Suffolk Rape Crisis services will be provided with information about how to make a complaint.

Suffolk Rape Crisis also wishes to encourage general suggestions as to how its services could be improved, and welcomes feedback from users.

Procedure

If possible the complaint should be resolved informally in the first instance, by a discussion between the complainant and the member of the organisation in person.

If this cannot be done, the complaint should be set out in writing and addressed to the Director (a.roch@srchelp.org.uk). If the complaint relates to the Director, the complaint should be addressed to the Chair of the Suffolk Rape Crisis Trustee Board (chair@srchelp.org.uk). If the complaint relates to the Chair of the Trustee Board, the complainant may directly contact the secretary trustee (info@srchelp.org.uk).

The complaint should include the name and contact details of the complainant, whom and/or what the complaint is about as well as all relevant dates.

If the complainant is unable to put his/her complaint in writing s/he should leave a message on the Suffolk Rape Crisis answer phone, 01473 231200. The Director will return the call as soon as possible.

Any complaint will be acknowledged by the Director, normally within five working days of receiving it.

The Director will investigate the circumstances outlined in the complaint and follow one of the following procedures:

a) If the complaint is about a specific member of staff or volunteer, the Director will approach that person to address the problem on a one-to-one basis

b) If the complaint is not about a member of staff or volunteer, but relates to another issue, the Director will take any necessary action.

The Director will then inform the complainant in writing of what has been done to address his/her complaint. She will also inform the Chair that a complaint was received, its nature, and what action was taken.

If the complainant is not satisfied with the Director's action on the complaint, the Director will refer the matter to the Chair. The decision on what action to take is at the Chair's discretion. The Chair will inform the Trustee Board that a complaint has been made, its nature, and what action was taken.

The Chair will inform the complainant in writing of her decision, no later than 42 working days after first receiving the letter of complaint.

If the complainant is not satisfied with the decision, he/she may write a letter of appeal to the Chair who will then need to bring the case before the Trustee Board.

The Trustee Board will aim to come to a decision and to notify the complainant of its conclusions within 28 working days of receiving the letter of appeal, together with a clear explanation of the reasons for reaching them. The decision of the Trustee Board is final.

All complaints received, together with a copy of the response to the complainant, will be kept on file.

Complaints will be monitored, and information from this will be fed in to the future planning process as appropriate.