

## Complaints Policy (public)

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### Document Control

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## **Rape Crisis England & Wales Complaints policy**

### **1. Principles**

- 1.1. Rape Crisis England & Wales is committed to listening to the needs and views of our members, supporters and service users.
- 1.2. We recognise that there may be times when our staff, trustees, or third parties working on our behalf make mistakes or get things wrong. Please let us know if this has happened so we can deal with the issue.
- 1.3. Where this happens and we receive a complaint, we will deal with it in a professional and timely manner. We will always take your complaint seriously, record it, respond in a timely manner, and take action if appropriate.
- 1.4. We will communicate with you until the issue has been resolved, as outlined in this policy.

### **2. Scope of this policy**

- 2.1. Our policy covers complaints about:
  - 2.1.1. The standard of the services we provide.
  - 2.1.2. The behaviour of our staff, trustees and contracted third parties.
  - 2.1.3. The standard of the services provided by our member Rape Crisis Centres.
- 2.2. Our complaints policy does not cover:
  - 2.2.1. Comments or dissatisfaction about our policies or policy decisions.
  - 2.2.2. Matters that have already been fully investigated through this complaints procedure.
  - 2.2.3. Anonymous complaints
- 2.3. All of our member Rape Crisis Centres are autonomous organisations with their own ways of working and policies and procedures. As such, any complaints about a member Centre will be dealt with in line with their own policies and procedures in the first instance.
- 2.4. All complaints will be dealt with in line with our Confidentiality and Equal Opportunities policies.

### **3. Making a complaint about Rape Crisis England & Wales**

- 3.1. If the complaint can be dealt with informally, then please raise the issue by contacting the person responsible directly, or contact [rcewinfo@rapecrisis.org.uk](mailto:rcewinfo@rapecrisis.org.uk) who will let the person know.
- 3.2. If the complaint is of a more serious nature, or you feel like you cannot approach the person directly, you may wish to make a formal complaint.
- 3.3. To do this, you can:
  - 3.3.1. Visit [rapecrisis.org.uk/complaints](http://rapecrisis.org.uk/complaints)
  - 3.3.2. Email [rcewinfo@rapecrisis.org.uk](mailto:rcewinfo@rapecrisis.org.uk) with your name, contact details, and details of your complaint
  - 3.3.3. Write to us at Rape Crisis England & Wales, Suite E4, Josephs Well, Hanover Walk, Leeds, LS3 1AB with your name, contact details, and details of your complaint
- 3.4. We will acknowledge all formal complaints within 3 working days upon receipt.
- 3.5. All complaints will be recorded on the RCEW complaints register.
- 3.6. We aim to respond to all complaints within two weeks. If, due to the complexity of the complaint or availability of interviewees etc., we require longer than two weeks, we will let you know.
- 3.7. We will regularly report to the Board of Trustees on the number and theme/nature of any complaints received, including if this has resulted in any changes to services or policies.
- 3.8. If you are unhappy with our response to your complaint, you may contact the Charity Commission directly.
- 3.9. The number of complaints regarding any fundraising activity will be included in the charity's annual report.

### **4. Making a complaint about a member Rape Crisis Centre**

- 4.1. If you want to make a complaint about a member Rape Crisis Centre, in the first instance you should refer to that Centre's own complaints policy and procedure – visit [rapecrisis.org.uk/get-help/find-a-rape-crisis-centre/](http://rapecrisis.org.uk/get-help/find-a-rape-crisis-centre/) to find contact details.

- 4.2. In relation to member centres, it may be appropriate to raise any serious issues regarding reputation and/or probity with RCEW as the umbrella membership organisation. If this is the situation you may complain to Rape Crisis England & Wales about a member Rape Crisis Centre, :
  - 4.2.1. Visit [rapecrisis.org.uk/complaints](http://rapecrisis.org.uk/complaints)
  - 4.2.2. Email [rcewinfo@rapecrisis.org.uk](mailto:rcewinfo@rapecrisis.org.uk) with your name, contact details, and details of your complaint
  - 4.2.3. Write to us at Rape Crisis England & Wales, Suite E4, Josephs Well, Hanover Walk, Leeds, LS3 1AB with your name, contact details, and details of your complaint
- 4.3. We will acknowledge all formal complaints within 3 working days.
- 4.4. All complaints will be recorded on the complaints register.
- 4.5. We will aim to investigate and respond to any complaint received within two weeks. If, due to the complexity of the complaint, we require longer than two weeks, we will let you know.
- 4.6. We will inform the member Rape Crisis Centre of the complaint.
- 4.7. If your complaint does not meet the threshold test for reputational and/or probity concerns, you will be referred to the Centre's own policies and procedures. Providing that the complaints policy is robust and fair, and is implemented well, the complaint should be resolved relatively quickly. If the centre does not have a complaints procedure, RCEW can provide example procedures for the centre to use.
- 4.8. If the complaint is of a serious nature, you can contact the Charity Commission or police, if appropriate.
- 4.9. Where the complaint is of a serious nature (see 4.2) we will also inform the RCEW Board of Trustees. Depending on the outcome of the complaint, the Board of Trustees can, under the Memorandum and Articles of Rape Crisis England & Wales, allow for membership to be terminated in extreme/serious circumstances.