

**[CS Group Name] Complaints policy and procedures**

[CS Group Name] views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the individuals that has made the complaint.

**What is this policy for?**

Our policy is:

* To make it easy for a resettled refugee or group member to report a complaint
* To provide a fair and timely complaints procedure
* To make sure everyone providing resettlement support knows what to do if a complaint is received
* To make sure that complaints are, wherever possible, resolved and that relationships are repaired
* To gather information which helps us to improve on the services provided as part of the sponsorship agreement

**What is a complaint?**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of care provided as part of the sponsorship agreement. This will include complaints about:

* The conduct of group members of [CS Group Name]
* The quality of the support received
* Other service providers (e.g. relating to accommodation, interpreters, medical or English Language tuition providers)

**Who can make a complaint?**

Complaints may come from any member of the resettled family placed in the care of [CS Group Name], or a group member. A complaint can be received verbally, by phone, by email or in writing.

**How are details of a complaint handled?**

All complaint information will be handled sensitively and with care and confidentiality, telling only those who need to know.

**Complaints Procedure**

**How should a complaint be made?**

A complaint should be made at the earliest opportunity by speaking directly, calling, or emailing [insert name of the nominated complaints officer].

|  |  |
| --- | --- |
| Telephone | [insert phone number]. |
| Email Address | [insert email address]. |

If this is not possible or is inappropriate to do so due to the nature of the complaint, the complainant should contact [your main contact person at Sponsor Refugees – usually Kimie Frengler or Hannah Feldman].

|  |  |
| --- | --- |
| Telephone | [insert phone number. Hannah – 07495630621 Kimie - 07931 580 102]. |
| Email Address |  [insert email address. Hannah.feldman@citizensuk.org Kimie.frengler@citizensuk.org ]. and whistleblowing@citizensuk.org  |
| Address | [*Name*; Citizens UK, 136 Cavell Street, London, E1 2JA]. |

**How should a complaint be responded to?**

Complaints received verbally or by telephone should be written down immediately, and a secure record kept.

The person receiving the complaint should:

* Record the complainant’s name, address and contact telephone number
* Write down the facts of the complaint
* Remind the complainant of the complaints procedure
* Advise the complainant what will happen next and give an idea of timescales
* If possible, and where appropriate, ask the complainant to follow up by providing a written account of the complaint in their own words

Complaints will receive a written response within two working days, including all the above as well as the name and contact details of the person assigned to handle the complaint.

**Resolving a complaint**

1. In many cases, a complaint is best resolved directly by the person being complained about. If the person receiving the complaint feels they may be able to resolve the complaint swiftly they should do so if possible and appropriate.
2. Whether or not the complaint has been resolved, the complaint information should be passed to [state who complaints should go to – this usually includes your main contact at Sponsor Refugees, Complaints Officer, & Project Manager] within two working days.
3. On receiving the complaint, [person who complaints go to] records it in the complaints log. If it has not already been resolved, they will delegate an appropriate person to investigate it and to take appropriate action.
4. Complaints should be acknowledged by the person handling the complaint within two working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached
5. If the complaint relates to a specific person, that person should be informed and given a fair and timely opportunity to respond as part of any investigation.
6. Ideally complainants should receive a definitive written reply within 10 working days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
7. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
8. If the complainant feels that the problem has not been satisfactorily resolved, they can ask for the complaint to be escalated

**Responding to an escalated complaint**

If the complainant feels their complaint has not been satisfactorily resolved following the initial investigation, they can request it is escalated.

At this stage, the complaint will be passed to Sponsor Refugees (Citizens UK). The request for escalation should be made to Jonathan Cox jonathan.cox@citizenswales.org.uk, and whistleblowing@citizensuk.org. This should be acknowledged within two working days of receiving it.

The designated person should acknowledge receipt of the complaint in writing and advise the complainant how their appeal will be handled.

The designated person may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the initial complaint.

The same process outlined in v) – vii) above should be followed.

Any individuals who dealt with the original complaint should be kept informed and given ample opportunity to explain the reasons for the original decision.

The decision taken at this stage is final, unless it is appropriate to seek external assistance with resolution from an external organisation, such as Reset.

**Variation of the Complaints Procedure**

Sponsor Refugees (Citizens UK) may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a person who is responsible for reviewing a complaint.

**Monitoring and Learning from Complaints**

Complaints are reviewed periodically to identify any trends which may indicate a need to take further action.

**Language Translation**

A copy of this complaints policy is made available to the resettled family in their own first language. This will be included as part of their welcome pack provided on their arrival at their new home.

Translation into the appropriate language is also provided, as necessary, both for the complaint itself and for subsequent communications during the complaint process, including the final response.

**Who is responsible for this policy?**

Overall responsibility for this policy and its implementation lies with Core Group members of [CS Group Name], and Sponsor Refugees.

**Policy Approved by:**

**Lead Sponsor:**

**Date of Approval:**

This policy is reviewed regularly and updated as required.

**Policy Review Date:** [six months from arrival of family]

**Appendix A: Complaints Form**

You are more than welcome to make the complaint in Arabic if this makes it easier for you. This form is to help you and us have a record of what the problem is and when it happened.

|  |  |
| --- | --- |
| Name of person(s) making the Complaint | Date of complaint |
| Reason for complaint (please be as detailed as possible, bullet point each issue if possible) |
| **Below to be filled in by [sponsor organisation] member resolving the complaint** |
| Person(s) receiving complaint | Date Complaint received |
| Steps taken to resolve the complaint, time frame, feedback and learnings (give copy to complainant) |

**Appendix B: Flow Chart of Complaints Procedures**

**Yes**

In writing or email

In person/telephone

Member of the resettled family makes a complaint

Pass the complaint information to [INSERT NAME] to record in the complaints log

Issue a written acknowledgement within 48 hours

Complaint will be fully investigated

Has the complainant been concluded within the specified timescale?

Holding response issued to the complainant

Written response issued to the complainant

Complainant wishes to escalate the complaint

Issue a written acknowledgement within 48 hours

Original complaint and subsequent investigation fully reviewed

Written response issued to the complainant

Complaint is reviewed and lessons learnt shared with relevant group members

Person receiving the complaint should:

* Record the complainant’s personal details
* Gather the facts from the complainant

Has the complaint been resolved in person?

**No**

**No**

**No**

**Yes**

**Yes**