

# Complaints Policy

This Policy was last reviewed and approved in April 2024. HRAS International is committed to reviewing this policy annually.

Version	Date	Change	Author
1.0	April 2024	New policy	ED

## Table of Contents

WHO THIS POLICY APPLIES TO ..... 1

AIMS AND PURPOSE OF THIS POLICY ..... 1

WHAT IS A COMPLAINT? ..... 2

CONFIDENTIALITY ..... 2

THIRD PARTY REPORTING ..... 2

**COMPLAINTS PROCEDURE ..... 3**

WHAT TO DO IF YOU WANT TO RAISE A COMPLAINT ..... 3

WHAT TO DO IF YOU WANT TO RAISE A COMPLAINT BUT REQUIRE REASONABLE ADJUSTMENTS ..... 3

WHAT INFORMATION TO INCLUDE IN YOUR COMPLAINT ..... 3

WHO TO SEND YOUR COMPLAINT TO ..... 3

HOW YOUR COMPLAINT WILL BE HANDLED ..... 4

MONITORING ..... 4

## Who this policy applies to

This policy applies to any external member of the public who has a complaint about the activities of HRAS International.

It does not apply to internal complaints by:

- HRAS International staff (covered by HR policies)
- others engaged in HRAS International business, including:
  - secondees (covered by secondment agreement)
  - volunteers (covered by volunteer policy)
  - interns (covered by an internship agreement)
  - contractors (covered in contract)
  - young people, whilst employed on HRAS International programmes

## Aims and Purpose of this policy

The aim of this policy is to provide a clear and transparent way for anyone to raise a complaint about HRAS International, the services offered, and/or the individuals that work within it.

This policy runs alongside all existing HRAS International policies including the Volunteering Policy, specifically for volunteers, Whistleblowing Policy, specifically for those working for HRAS International, and the HRAS International Vulnerable Adult Protection Policy and Procedures, for anyone working closely with our young people.

## What is a complaint?

A complaint is an expression of dissatisfaction related to HRAS International's work, whether justified or not. This is separate from our Whistleblowing policy. Examples of dissatisfaction may, for example, be:

- Failure to respond to your enquiries.
- Failure to deliver appropriate standards or high quality of service.
- Delays in providing a service.

We take all complaints seriously and aim to provide a resolution as quickly as possible. You can expect to be treated with courtesy, respect and fairness at all times. In return we expect our staff involved in the handling of the complaint to be treated in the same way.

You can help HRAS International respond to your complaint and address it swiftly by notifying us of your complaint within 30 working days of the event giving rise to it, or when you first become aware of it.

## Confidentiality

All complaints received will be dealt with confidentially and, if you provide personal details, in accordance with the requirements of the UK Data Protection Act 2018.

## Third Party Reporting

Complainants may wish to have a third-party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. Third parties may include:

- advice organisations.
- professionals e.g., social workers, community psychiatric nurses, doctors or solicitors.
- family members or friends.

Where a third party is helping a complainant with a particular complaint, HRAS International requires written consent to disclose information to them, either sent by email or to the address listed below. Where HRAS International has received this authority, all possible steps will be taken to keep the third party informed of progress on the complaint.

Note: Some lawyers and attorneys are legally empowered in certain circumstances to act on behalf of a complainant and in these cases consent to disclose information is not required.

## Complaints Procedure

### What to do if you want to raise a complaint

If you wish to raise a complaint, you can do so by email or letter to the designated complaints handling officers listed below. All relevant contact details for our complaints handling officers are also noted at the end of this document.

### What to do if you want to raise a complaint but require reasonable adjustments

If you are disabled and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by calling one of the designated complaints handling officers directly. If you require any alternative adjustments, please let one of the designated complaints handling officers know and alternative arrangements will be put in place where possible.

### What information to include in your complaint

We ask that you provide us with as much information as possible, including:

- (i) the reason for your complaint.
- (ii) where and when the cause for complaint arose.
- (iii) names of those involved (if known).
- (iv) what outcome you are hoping for.
- (v) your contact details.

### Who to send your complaint to

Please address your complaint in the first instance to the relevant designated complaints handling officer listed below. All these members of staff are senior managers and will be able to respond accordingly.

Executive Director – David Hammond [david.hammond@hrasi.org](mailto:david.hammond@hrasi.org)

Director – Robert Palfrey [rp@hrasi.org](mailto:rp@hrasi.org)

## How your complaint will be handled

A designated complaints handling officer will acknowledge receipt of a written complaint within 5 working days. You can expect to have a full reply within 30 working days. In the case where your complaint is complex, it may not be possible to send a full reply within 30 working days of receipt. In such cases, you will be informed of the reason why and when you may expect a reply in full, keeping you informed of any progress.

## Monitoring

All complaints and responses will be reviewed by the Executive Director and a designated Director to ensure consistency. All complaints will be logged in a central register including the date, nature of the complaint, investigating officer, and the outcome.

ENDS.

