

Cambridge Rape Crisis: Service User Complaints Policy and Procedure

Cambridge Rape Crisis Centre (CRCC) is committed to providing high quality support for all service users. One of the ways in which we aim to continue to improve our service is by listening and responding to the views of our service users. We aim to respond positively to all complaints, thereby ensuring that any negative aspects of our service are unrepeatable.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a considered response within the time frames set out in this policy;
- we deal with it promptly, politely and in accordance with our confidentiality policy;
- we respond appropriately - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.;
- we learn from complaints and use them to improve our service

The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Definition

CRCC defines a complaint as 'any expression of dissatisfaction (with CRCC, with a member of staff or volunteer, or with a CRCC Trustee) that relates to CRCC and that requires a formal response'.

CRCC's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within the period of time stated below;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to CRCC's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with the Director who will be responsible for any further action;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow CRCC to deal with the matter within the time frames specified below;
- recognise that some circumstances may be beyond CRCC's control.

Monitoring and Reporting

Trustees of CRCC will receive annually an anonymous report of complaints made and their resolution.

Formal Complaints Procedure

Stage 1

You should write to the Director. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. You should mark your letter 'Formal Complaint' and send it by post to:

Box R
12 Mill Road
Cambridge
CB1 2AD

Or by email to:

contact@cambridgerapecrisis.org.uk

You can expect your complaint to be acknowledged within 10 working days of receipt. You should get a response and an explanation within 25 working days.

Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to CRCC's Chair at the postal or email address above and ask for your complaint and the response to be reviewed. You can expect the Chair to acknowledge your request within 10 working days of receipt, as it may need to be forwarded on, and a response within 28 working days. If the Chair is away the matter will be dealt with by another member of the Management Committee.

CRCC's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If your complaint is still unresolved

If you are not satisfied with the subsequent reply from CRCC's Chair (or other Management Committee member), then you have the option of writing to the Charity Commission at Charity Commission Direct, PO Box 1227, Liverpool, L69 3UG, stating the reason why you are dissatisfied with the outcome. All information on making complaints to the Charity Commission can be found on the Charity Commission's website www.charity-commission.gov.uk in information form CC47.

The Charity Commission will respond usually within 15 working days, either by way of acknowledgment of your complaint, or to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.