

# Service User Complaints Policy

## 1. Introduction

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.

## 2. Definitions

CRCC defines a complaint as 'an expression of dissatisfaction (with the organisation or with a specific/named individual, such as a member of staff or volunteer) however made, about actions taken or a lack of action 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 eight 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.

### **3. Monitoring and reporting**

Trustees of CRCC will receive an anonymous summary of formal complaints made and their resolution on an annual basis, however, all formal complaints will be discussed with the trustees as they arise.

### **4. Our complaints process**

#### **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:

Cambridge Rape Crisis Centre  
Box R  
12 Mill Road  
Cambridge  
CB1 2AD

Or by email to:  
[contact@cambridgerapecrisis.org.uk](mailto: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 of Trustees 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 and a response within 28 working days. If the Chair is away the matter will be dealt with by another member of the Board of Trustees.

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 Trustee Board 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](http://www.charity-commission.gov.uk) in information form CC47.

**Policy Version:** Version 2

This policy was ratified by the Board of Trustees on the 6 December 2022.  
This policy will be next reviewed by 6 December 2025.

**Cambridge Rape Crisis Centre**

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