

Complaints Policy



This policy applies to: Volunteers, Clients, Organisations and the General Public.

Responsibility under the Policy: Trustees have the overall responsibility for this policy but the CEO has the responsibility for the operational implementation and ensuring its review

Date Agreed: April 2019

1. Introduction

We encourage all staff, volunteers, clients, organisations and the general public, to give the feedback to the Rainbow Centre if they wish to make a compliment or share a complaint

2. Complaints

All complaints are treated confidentially unless a suspicion of an illegal action or a concern about a safeguarding issue in which case a third party will need to be informed.

3. Informal complaints

An initial step may be to make an informal complaint to the person or team concerned. This may lead to the resolution of the complaint

4. Formal complaints

If the complainant is not satisfied with the response to the informal complaint, or if they feel that they can't approach a member of staff directly they may wish to make a formal complaint. This must be in writing or by e-mail, indicating that it is a formal complaint

To help us investigate, the following should be included:

- The reason for the complaint
- The circumstances that have led to the complaint
- The name(s) of anyone involved (if known) and whether they are aware that you are making a complaint
- What outcome you are hoping for
- Your contact details (name, address, daytime contact number and/or email)

Stage 1 In the first instance, your complaint will normally be dealt with by the appropriate Department Manager. We will acknowledge receipt of the complaint within two working days and respond to your complaint within 10 working days.

Stage 2 If you are unhappy with their response, or with the progress of a complaint, you can ask for the matter to be passed to the CEO. A full response or an acknowledgement will be made within a further 10 working days of receipt.

Stage 3 In the unlikely event that we have been unable to completely satisfy your query or complaint at stage 2, you may make an appeal to the Chair of Trustees for a final response. A full response or acknowledgement will be provided within a further 10 working days of receipt.

Please note that these are maximum response times and we aim to resolve most complaints much quicker than this.

5. Getting in touch

If you have any feedback, compliments or complaints we would like to hear from you.

Call: 01303 850733

Email: enquiries@rainbow-centre.org

Post: Feedback

Folkestone Rainbow Centre
69 Sandgate Road
FOLKESTONE
Kent
CT20 2AF

6. Charity Commission

If you are dissatisfied with Rainbow Centre's complaints process, you can contact the Charity Commission, who will be able to advise on whether they may be able to assist.

www.gov.uk/government/organisations/charity-commission

Policy Review Date: April 2022