



COMPLAINTS PROCEDURE

Richmond Good Neighbours

Procedures effective from: July 2020

Approved by: Board of Trustees

Last reviewed on: April 2024

Next review due by: April 2026

Version history			
Version	Description of change	Author	Approved
2.0	Standardised formatting and addition of document control.	Richard Seaborne	Board of Trustees, April 2024
1.0	Original version.	Hannah Joyce	Name, July 2020



Your right to suggest, comment and complain

Richmond Good Neighbours (RGN) is a voluntary neighbourhood care group committed to promoting the welfare of people in and around the area of Richmond. Volunteers offer regular support, friendship and practical help to anyone in the area thereby helping to keep people in their own homes. RGN aims to offer services of a high standard, but it does recognise that occasionally things can go wrong. RGN needs you to let it know if there are any complaints or problems. RGN also welcomes any comments or suggestions on how to improve its services.

DO NOT BE AFRAID TO GIVE FEEDBACK.

RGN welcomes feedback and understands that suggestions and complaints are a key feature in its effort to provide quality services.

Suggestions, comments and complaints procedure

RGN has an equal opportunities policy which applies to all staff and volunteers. The organisation believes in mutual respect and will not tolerate discriminatory or abusive behaviour by its staff or volunteers and likewise reserves the right to withdraw services because of discriminatory or abusive behaviour by users of its services.

Suggestions and comments

If you have a comment or suggestion you wish to make about RGN's services, you or someone acting on your behalf should:

1. Talk to any volunteer or the Organiser in person or by telephone - they will record your comment and suggestion and pass it on to the Chair of Trustees.
Note: If the complaint relates to the Organiser, the complaint will be dealt with by a nominated member of the Board and/or the Chair of the Board.

OR

2. Write a letter to the Organiser at Richmond Good Neighbours, ETNA, 13 Rosslyn Rd, Twickenham TW1 2AR or send an email to:

organiser@richmondgoodneighbours.org.uk or to the Chair of Trustees at the same postal address or chair@richmondgoodneighbours.org.uk



Complaints

Stage 1:

If you wish to discuss a problem regarding any of RGN's services, you or someone acting on your behalf should contact:

1. the person you normally deal with

OR

2. the Organiser

RGN will listen and try to explain/resolve the problem at this stage or at the latest within five working days from the first point of contact.

Stage 2:

If you are not satisfied with the outcome of Stage 1 or feel you would like to make a formal complaint, you or someone acting on your behalf should:

1. complete a Complaints Form (available on request from RGN's offices)

OR

2. write a letter and send it by post to the Organiser at Richmond Good Neighbours, ETNA, 13 Rosslyn Rd, Twickenham TW1 2AR or send an email to:

organiser@richmondgoodneighbours.org.uk or to the Chair of Trustees at the same postal address or chair@richmondgoodneighbours.org.uk

In either case you should receive a letter or email of acknowledgement within five working days. Please give RGN as much detail as possible. RGN will contact you if more information is needed.

Investigating a complaint

The Organiser or Chair of Trustees will deal with your complaint as quickly as reasonably possible.

When following up your complaint it may be necessary for RGN to arrange to see you. If you wish, a friend, relative or advocate of your choice can also be present.

Registered Charity Number 1187997



RGN will write to you with the outcome of your complaint within 28 days of receipt of your letter and you will be notified if there is a delay within that 28-day period.

Stage 3: Review panel

If after Stage 2 you still do not feel your complaint has been dealt with satisfactorily, you have 28 days in which to request a formal review. Please write to the Organiser with the details.

Your appeal will be heard by a Review Panel, which is made up of 3 or 4 people: the Chair of Trustees, one or two other trustees and one independent person.

Their role will be to:

1. look at all the facts;
2. make a recommendation regarding the decision;
3. inform you in writing of the above.

Address: Chair of Trustees, Richmond Good Neighbours, ETNA, 13 Rossllyn Rd, Twickenham TW1 2AR or chair@richmondgoodneighbours.org.uk

Records

Records of complaints will be kept for no longer than is necessary for the complaint to be dealt with, up to a maximum of two years. However, if more time is needed to deal with the complaint, a request will be made to keep records for longer.

How complaints will be used to improve service

RGN will take all complaints seriously, and all complaints will be reviewed quarterly by the Organiser and Chair of Trustees, who will discuss what lessons can be learnt and what changes need to be made.



Complaints Procedure

Customer Satisfaction Form

Richmond Good Neighbours monitors its complaints procedure to see whether any improvements are required. RGN would be grateful if you would take a few minutes of your time to complete and return this form in the pre-paid envelope provided.

1. Please tick one of the boxes below to let us know your views on the way your complaint has been dealt with:

A Very Satisfied

B Not very satisfied

C Completely satisfied

D Dissatisfied

2. If you have ticked either C or D, one of the boxes listed below may suggest why you are dissatisfied. Please tick the relevant box.

A Too slow

B Unhelpful staff/volunteers

C Did not solve problem

3. If you have any other reason for being unhappy can you please specify.
4. Have you any suggestions how RGN could satisfy your complaint?



Equal Opportunities

As an Equal Opportunities organisation it would be helpful, in order to monitor the effectiveness of the Complaints Procedure, if you could provide RGN with the following information. Any information given will be treated in strict confidence.

I would describe myself as being of the following ethnic origin:

Asian or Asian British

Indian Pakistani Bangladeshi Chinese

Any other Asian background

Black, Black British, Caribbean or African

Caribbean African

Any other Black, Black British, or Caribbean background

Mixed or multiple ethnic groups

White and Black Caribbean White and Black African

White and Asian Any other Mixed or multiple ethnic background

White

English, Welsh, Scottish, Northern Irish or British

Irish Gypsy or Irish Traveller Roma

Any other White background

Other ethnic group

Arab Any other ethnic group

Do you consider yourself a person with any disabilities?

Yes No

Other (please specify)



Are you: Male Female

If you wish please write anything about yourself, which you feel may be relevant to this complaint.

Thank you for taking the time to complete this form.



Complaints Form

Use this form to register a complaint. Please write clearly using BLACK INK or TYPE, as this form will be photocopied.

Personal Details

Full Name:

Address:

Tel No:

Email address:

Have you already spoken to someone at RGN about this? If so, who was it and when?

Please tell us in as much detail as possible about your complaint indicating service used and person dealt with. Use extra sheets of paper if necessary.

What do you think RGN should do to put things right?