

# Complaints Policy and Procedures

## Complaints Policy

The Romanian and Eastern European Hub takes complaints and compliments seriously and expects that anyone who receives a complaint should handle it immediately. Details of the complaint, whether formal or informal, together with any associated comments should be reported to your line manager and/or project or departmental manager as soon as is practicable.

The Romanian and Eastern European Hub views complaints and compliments positively. Enabling feedback provides a way of identifying weaknesses in our service and provides us with an opportunity to improve them. Whilst always seeking to solve complaints through informal means, we do believe that it is good practice to have a formal complaints procedure for use when these means fail.

In the first instance, if at all possible, the member of staff concerned should try and resolve the issue straight away. However, if the matter is of a more serious nature, the member of staff should advise the complainant of the procedure for making a formal complaint.

An offer should be made to discuss with the complainant the following:

- The handling of the complaint.
- Timescales for responding.
- Expectations and desired outcome if unclear.

## The Formal Complaint Procedure

Formal complaints should be made in writing to the two Co-CEOs. Complainants should be asked to include factual details, e.g., of the date, time, location, and other circumstances of the incident/matter they wish to raise.

Where the complaint concerns one of the Co-CEOs, the complaint should be made only to the Co-CEO that the complaint is not referring to.

If the complaint concerns both Co-CEOs, the complaint should be made in writing to the Chair of the Board of Trustees to formulate a response.

## **Response**

All complaints will be acknowledged no later than five working days after the day the complaint is received (the acknowledgement will usually be in writing but can be verbally in some circumstances although this should be the exception rather than the norm).

Following receipt of a formal complaint a complaint action sheet should be completed to ensure that the matter is dealt with in accordance with our complaint's procedure.

The relevant manager will investigate by checking records and conducting confidential interviews with staff involved.

Depending on the nature and seriousness of the complaint, an informal or formal route may be followed. The formal complaints procedure involves: -

- the formal establishment of facts
- the formal collection of witness statements and evidence
- the formal review of the case by the Co-CEOs or Co-CEO the complaint is not referring to
- recourse to a second stage of review by the Board of Trustees.

The complainant will normally receive a response within 4 weeks of the date of the complaint.

## **Confidentiality**

All investigations will be conducted confidentially, and any findings will be kept confidential.

## **Written records**

Relevant documentation will be filed securely for two years. No further documentation will be retained or circulated.

## **Staff Records**

Nothing will be kept on staff records unless formal action is taken against an individual under The Romanian and Eastern European Hub's disciplinary procedure.

## **Appeal Process**

If you do not feel satisfied by our response, then you have the right to refer your complaint to The Charity Commission. You can contact them using the details below:

The Charity Commission  
PO Box 1227  
Liverpool  
L69 3UG

0845 3000 218

[www.charity-comission.gov.uk](http://www.charity-comission.gov.uk)

If your complaint relates to GDPR, you can refer your complaint to the ICO. You can contact them using the details below:

Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF

0303 123 1113

<https://ico.org.uk/>

### **Representatives**

For service users who are unable to make a complaint unaided, we will accept independent representatives supporting the complainant. Complaints received from a representative supporting a complainant will only be accepted under the following conditions. Either:

- Where the service user is unable to complain unaided and has consented, either verbally or in writing; or
- Where the service user is unable to complain unaided and cannot give consent because they lack capacity within the meaning of the Mental Capacity Act 2005

The representative must act in the best interest of the complainant and respect the confidentiality of the complaints process.

**Policy Review**

Review date:	September 2025
Name:	Nadia Mihai
Signed:	M. N. Mihai
Next review due:	September 2026