

## RJ Working Compliments, Comments and Complaints Policy

### Our Aim:

RJ Working is committed to providing a high quality service and working in an open and accountable way that builds trust and respect. We are committed to listening and responding to the views of those we offer services to and partners we work with and regularly seek their feedback and comments. In particular we want to respond positively to any complaints and we aim to follow restorative approaches where possible at all times.

### Giving Feedback:

You can give us feedback about our services by:

Email: [guy@rjworking.co.uk](mailto:guy@rjworking.co.uk)

Writing to Guy Watson at: RJ Working, The Elms, 61 Green Lane, Redruth, TR15 1LS

If you attend one of our training or public engagement events there will be an opportunity to give written and verbal feedback on the day. Please let us know what we do well and what you think might help improve our events and services.

We collect anonymised information that helps us understand our service user's needs and wishes. This contributes to our ability to provide flexible services and respond to change. All information is subject to our Data Protection Policy and relevant legislation.

### Making a complaint:

RJ Working defines a complaint as any expression of dissatisfaction (with RJ Working, a member of staff, sessional worker, volunteer or Director) that relates to RJ Working and that requires a formal response.

We will ensure that:

- Making a complaint is as easy as possible; we recognise that not everyone is comfortable writing a letter of formal complaint and we are open to discussing alternative methods.
- We treat a complaint as a clear dissatisfaction with our service which calls for an immediate response
- We deal with complaints promptly and politely
- We respond in the right way – for example, with an apology, or an explanation; or information on action taken.
- We learn from complaints and use them to improve our service
- We review this policy and associated procedures annually

### RJ Working Complaints Procedures

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

## **Stage 1**

We recognise that concerns can be raised informally and dealt with quickly. Our aims here are to:

- Resolve informal concerns quickly
- Enable mediation for the complainant as appropriate, (with an individual/ representative from RJ Working).
- If concerns cannot be satisfactorily resolved informally, then the complaint will be investigated under stage 2 of this procedure.

## **Stage 2**

Where concerns are not resolved informally the complainant can:

- Write to (by letter or email) the CEO Deborah Mitchell outlining the complaint, preferably within 8 weeks of the issue arising, or contact RJ Working to discuss an alternative contact method. Contact details can be found on the website: [www.rjworking.co.uk](http://www.rjworking.co.uk) The complainant is welcome to use an advocate or representative to support them. In the letter or email the complainant should set out the details of the complaint, the consequences there have been and the remedy sought.

### **RJ Working's responsibility will be to:**

- Acknowledge the formal complaint in writing within five working days
- Investigate the complaint comprehensively
- Respond in writing within fifteen working days in an honest and transparent manner
- Deal respectfully and sensitively with the complaint
- Take action where appropriate (this may be: giving an explanation, making an apology, learning and making a change in service provision etc)

RJ Working's aim is to resolve all matters as quickly as possible. However, some issues may be more complex and require longer to be fully investigated. If a matter requires more detailed investigation, the complainant will receive an interim response describing what is being done and when a full reply can be expected.

### **A Complainant's responsibility is to:**

- Make their complaint clearly and preferably within 8 weeks of the issue arising
- Allow RJ Working a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond RJ Working's control

If a complainant is not happy with the response to the complaint, they can write to the Chair of the Board of Directors, Guy Watson: [guy@rjworking.co.uk](mailto:guy@rjworking.co.uk), and ask for the complaint and response to be reviewed. The chair of the Board of Directors will acknowledge the request within 5 working days and respond in writing within 15 working days.

If the complainant is not satisfied with the response from the Chair of the Board then they will be advised of external organisations they may contact.

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and RJ Working maintain confidentiality. However, the circumstances giving rise to the complaint may be such that this is not possible and should this be the case the situation will be explained to the complainant.

**Vexatious Complaints:** RJ Working wants to treat all complaints positively, and leave those who use its services feeling satisfied about their experiences of making a complaint.

A complaint can be regarded as vexatious when it has been considered and found to be unjustified, or when the person making the complaint persists repeatedly in making the same or a substantially similar complaint.

Continuing to respond to such complaints can take up a significant amount of resources in time and money and can thereby detract from the service that can be provided to others. If RJ Working considers that a complaint has become vexatious, in consultation with the chair of the Board of Directors and advice from legal services, it may decide not to pursue the complaint any further. The person making the complaint will be informed of this decision.

**Monitoring and reporting:** Directors of RJ Working will receive an annual anonymised report of complaints made, their time scales and their final resolutions.

This policy is agreed by Guy Watson Chair  
(signed on behalf of the Board of Trustees)

Date of Review: August 2023

Next Policy Review: August 2024

RJ Working CIO

Registered address: The Elms, 61 Green Lane, Redruth, Cornwall, TR15 1LS

Charity Number 1197378