COMPLAINTS POLICY

INTRODUCTION
Raleigh International commits to being open and transparent, to having strong governance processes and welcomes feedback from all people and organisations with whom we engage in delivering the Raleigh International mission and objectives.

We take complaints very seriously and we see every complaint as an opportunity to improve our work. Raleigh International is committed to learning from all complaints received, whether addressed formally or informally, and wherever they arise.

INFORMAL COMPLAINT PROCESS
A complaint may be raised informally. This might be concerning a change of plan, a review of a decision on selection or not, or an insufficient explanation about action Raleigh has taken. The complainant should contact the appropriate manager at Raleigh by phone or email and explain the problem.

The informal complaint can be dealt with by any manager within Raleigh who understands the circumstances giving rise to the feedback and who has the seniority to resolve the matter. They will carry out a short review of the matter and try to resolve it quickly. Often this is acceptable to the person raising the informal complaint and nothing further is needed.

At the end of the informal process, if the complainant feels that the matter has not been sufficiently resolved, then they can make a formal complaint.

FORMAL COMPLAINT PROCESS
Formal complaints should be sent in writing, by email (see below) or by post, to:

The Company Secretary,
Raleigh International,
Dean Bradley House,
52 Horseferry Road,
London SW1P.

All complaints will be acknowledged within 24 working hours of receipt.

Complaints about the actions or decisions of the charity, staff, managers, safeguarding and service delivery:
Please send to the Company Secretary, Mrs Anzo Francis:
Email a.francis@raleighinternational.org

Complaints about the actions or decisions of a director:
Please send to the Chief Executive, Stacey Adams, via her PA:
Email a.premchand@raleighinternational.org
Complaints about the actions or decisions of the Chief Executive or a trustee:
Please send to the Chairman of Trustees, Khalid Koser:
Email k.koser@raleighinternational.org

Complaints about the actions or decisions of the Board of Trustees:
Should you wish to contact the Charity Commission; please see their guidance at:
www.charitycommission.gov.uk

Investigation
The Company Secretary will investigate the complaint by obtaining information from the relevant departments within Raleigh, including country offices. This will include any prior correspondence from attempts to resolve the complaint informally.

In the absence of the Company Secretary or if the complaint concerns staff reporting to her, another member of the Senior Management Team (SMT) will lead the complaint process. Wherever possible, we will ensure that the SMT member or staff reporting to them will not have been engaged with the circumstances giving rise to the complaint nor in the earlier process of dealing with the complaint informally.

Response
A response will be made within 21 working days of receipt of the complaint. Whilst we aim to have completed the investigations and to have made our formal response by that date, if this has not been possible an update will be provided with an expected final response date.

Right to appeal
If the complainant is not satisfied with the response, they can appeal to Raleigh’s Chief Executive within 10 working days. This appeal will be reviewed and investigated further.

A final decision will then be sent to the complainant within 21 working days of receipt of the appeal.