

## **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 whenever 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 negative and who has seniority to resolve the matter. 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:

David Clamp  
Raleigh International  
Dean Bradley House  
52 Horseferry Road  
London SW1P 2AF

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 Director of Safety & International Operational Support, David Clamp  
Email [d.clamp@raleighinternational.org](mailto:d.clamp@raleighinternational.org)

Complaints about the actions or decisions of a director:

Please send to the Chief Executive, Julian Olivier via his PA:  
Email [e.young@raleighinternational.org](mailto:e.young@raleighinternational.org)

Complaints about the actions or decisions of the Chief Executive or a trustee:

Please send to the Chair of Trustees, Khalid Koser:  
Email [k.koser@raleighinternational.org](mailto: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](http://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 them, another member of the Senior Management Team (SMT) will lead the complaint process. Wherever possible we will ensure that the SMT member of staff 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.

Once the investigation is complete, feedback and learning will be shared with any teams affected, with recommendations for actions to be taken.

## **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 provided within 21 working days of receipt of the appeal.

Last update: 07 January 2020