

COMPLAINTS POLICY RALEIGH INTERNATIONAL

- Raleigh International commits to being open and transparent, to having strong governance processes and to learning from feedback, whether positive or negative.
- Negative feedback – a complaint – starts 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 informal complaint can be dealt with by anyone within Raleigh who has sufficient understanding of the circumstances giving rise to the negative feedback and who has seniority to resolve this. They will try to resolve this informally and quickly. Often this is acceptable to the person raising the informal complaint and nothing further is needed.
- A complaint can be made formally if the complainant feels that it has not been resolved informally.

THE FORMAL COMPLAINT PROCESS

- This needs to be in writing – email is acceptable – and sent to David Clamp, the Director of Safety and International Operational Support at d.clamp@raleighinternational.org or by post to Raleigh International, Third floor, 52 Horseferry Road, London SW1P. If the complaint concerns any Director personally, it should be sent directly to the Chief Executive, Stacey Adams, via her PA: s.ellicott@raleighinternational.com. A complaint against the actions or decision of the Chief Executive should be referred directly to our Trustees, by contacting the Chairman of Trustees on k.koser@raleighinternational.org. You can also contact the Charity Commission to raise certain complaints against the charity or its trustees – please see their guidance on this at www.charitycommission.gov.uk
- All complaints will be acknowledged within 24 working hours.
- Normally the Director of Safety and International Operational Support will investigate the complaint by obtaining more information from the relevant departments within Raleigh, including country offices if necessary. This will also include any prior correspondence from attempts to resolve the complaint informally. In the absence of the Director of Safety and International Operational Support or if the complaint concerns staff reporting to him, 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.
- 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.
- 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.

SAFEGUARDING

- In cases where safeguarding is a factor, and a complaint has been made regarding a Raleigh International staff member or participant, the situation will be reported to the Lead for Safeguarding and managed as appropriate. In the instance where the concern raised involves the Lead for Safeguarding, the matter will be managed by another member of the Senior Management Team.

Raleigh International is committed to learning from all complaints, whether addressed formally or informally, and wherever they arise.