

<b>"Together-Razem" Centre</b>	<b>Approval date</b> 12.02.2013	<b>Revision Date</b> 14.12.2019
<b>Responsibility for approval of policy</b>	Board of Directors	
<b>Responsibility for implementation</b>	CEO, Office Manager	
<b>Responsibility for ensuring review</b>	CEO, Office Manager	

## **Together-Razem Centre Complaints Policy**

### **Statement of policy**

The Together-Razem Centre (the Company) is committed to providing services to Polish and East Central European migrants.

These services include:

Social Advice Clinics

Legal Clinics

Counselling services

Education projects

And more

We encourage feedback on all aspects of our policy and operations, so that we can maintain and improve standards on an ongoing basis. If an individual or organisation chooses to make a formal complaint, we will deal with this as quickly and fairly as possible and put things right where appropriate. Complaints can be made by the procedures below.

### **Procedures**

#### 1. General procedures

The purpose of this document is to set out the Company code of practice for dealing with formal complaints.

#### 1.2 Responsibility

The Company Chief Executive is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff and volunteers are expected to facilitate this process.

#### 1.3 Eligibility

Anyone using or trying to use the Company's services can make a complaint. This includes potential, current and past clients, volunteers, voluntary organizations, statutory bodies, etc. **However, the Company does not respond to anonymous or abusive or trivial complaints.**

#### 1.4 Treatment of complaints

Complaints are taken seriously. Each complaint is treated equally, sensitively and in confidence. All complaints are handled with an open mind and investigated without prejudice. Complaints are dealt with promptly in an attempt to resolve them as quickly as possible. All eligible complainants will receive a written response from the Company.

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## 2. Complaints method

### 2.1 First step

Complaints should be in writing on a form provided and addressed to the Company Chief Executive. The Chief Executive will respond promptly to complaints following any necessary investigation. It is hoped that most complaints will be resolved at this stage.

### 2.2 Second step

If the complainant is unhappy with the reply they have received (or if the original complaint is actually about the Company Chief Executive) the Company can appeal in writing to the Chair of the Company's Board of Directors within ten working days. The Chair of the Board will let the complainant know in writing that the complaint is being investigated further and that it will be presented to the next meeting of the Board of Directors. The Board's decision is final.

## 3. Monitoring and evaluation

### 3.1 Company complaints

The Company monitors and evaluates complaints about the organisation on a regular basis and seeks to make ongoing improvements.

### 3.2 Feedback

Constructive feedback on this document is always welcome. The Company will ensure that the Board consider it, if appropriate

### 3.3 Review

This document will be periodically reviewed by the Company's Board of Directors.

Reviewed on the 14/12/2019

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## COMPLAINT FORM

(It is our policy that Complainants must provide contact details when making a complaint against the Together-Razem to enable appropriate validation, follow up and investigation of that complaint unless there is a good and sufficient reason for withholding this information.

Anonymous complaints will not normally be investigated as there is always a possibility that they are vexatious or malicious and the anonymity of the Complainant does not enable the principles of natural justice and procedural fairness to be upheld.)

Please provide your details:

Name:

Address:

Email:

Phone Number:

PLEASE USE BLOCK LETTER

Details of the complaint:

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Complaint should be sent by email: [info@together-razem.org](mailto:info@together-razem.org) or by post CEO Together-Razem Centre, Unit 2A, Kilnap Business Park, Old Mallow Rd, Cork

Data Protection: We, the Together-Razem will treat all information and personal data you give as confidential. We will only disclose it to other people or bodies according to the law.