

## A13: COMPLAINTS POLICY (MAY 2025)

### 13.1 INTRODUCTION

#### **Summary**

This policy sets out a unified complaints procedure when individuals outside of REDRESS wish to make a formal complaint about the work or conduct of REDRESS or REDRESS staff.

#### **Purpose**

The purpose of this policy is to have a clear complaints procedure that applies in a variety of situations, and which means that REDRESS can respond promptly and effectively to any complaints made.

#### **Scope**

This policy applies to:

- All staff employed by REDRESS.
- Associated personnel while they are engaged with work or visits related to REDRESS, which includes but is not limited to: trustees, consultants, volunteers, interns/fellows and contractors.
- The staff and associated personnel of our partner organisations when implementing REDRESS' programmes and activities.
- Participants at events organised by REDRESS.
- Clients and prospective clients of REDRESS.
- Anyone else who engages with REDRESS.

There are more detailed policies that set out standards between colleagues in the workplace, and the procedures to be followed in such situations. *See A02 Dignity at Work Policy.*

There is a separate Safeguarding policy that sets out the more specific standards that apply when an incident involves a child or vulnerable adult. *See A08 Safeguarding Policy.*

### 13.1 COMPLAINTS POLICY

#### **Seek a Resolution**

Where there is a problem, the relevant staff member should first try to amicably resolve the issue with the person concerned. The staff member should respond promptly, courteously and professionally to such a situation, and should keep a record of any conversations. They should inform their line manager of the problem, who may be able to help resolve it.

#### **First Instance: Senior Staff**

If the complainant is not satisfied with the attempt to resolve the problem, then they can ask to speak to the relevant senior staff person. This will be the Head of Finance for financial and fundraising matters, the Head of Law for casework and legal events, the Head of Communications for anything relating to publications, media, the website, or our public statements, and the Head of Operations for organisational or operational matters. Their information is available on our website at, <https://redress.org/about-us/who-we-are/> and they can be contacted via email at [first name]@redress.org.

The relevant staff member is expected to respond promptly, courteously, and professionally to any such request, and in any event within two weeks, and to keep a record of any correspondence or a note of any conversation.

They should respond to the complaint in writing, and indicate the next steps if the complainant is not satisfied with the outcome.

A first instance complaint will only be considered after there has been an attempt to resolve the problem amicably.

### **Second Instance: Director**

If the complainant is still not satisfied with the outcome to their complaint, then they can engage with the Director. A complaint should be submitted in writing and must contain the grounds for the complaint in sufficient detail, including the name of complainant, contact information, detailed information about the incident and possible resolution.

The Director will gather all the information necessary and will speak to the staff who were involved in the earlier complaints. The director will respond promptly, courteously, and professionally to any such request, and in any event within one month, and will keep a record of any correspondence or a note of any conversation.

The Director will respond to the complaint in writing, and indicate the next steps if the complainant is not satisfied with the outcome of their complaint.

A second instance complaint will only be considered after a first instance complaint.

### **Final Instance: The REDRESS Board**

If the complainant is still not satisfied, then they can raise their concern with a member of the REDRESS board of Trustees.

If the complainant indicates that they wish to continue their complaint, then the Director will speak with the Chair of the Board of Trustees who will designate a board member to consider the complaint.

If the Board decides to take a complaint into consideration, the complainant may be asked to supply additional information within a reasonable time frame from a written request by the REDRESS board. The Board will issue their decision within two months of receiving the complaint, and will respond in writing with their reasons. The decision of the board will be final.

### **Cost**

Those involved will pay their own costs in connection with the complaints procedure, including, but not limited to, any costs for legal advice.

### **Prohibition of retaliation**

Threats, intimidation or any other form of retaliation against a participant who has made a complaint or provided information in support of a complaint are prohibited.

### **Governing Law**

This policy does not interfere with any legal rights under the Law of England and Wales.

## **13.3 ASSOCIATED POLICIES**

Staff should be aware of the following associated policies.

- A2: Dignity at Work Policy
- A5: Whistleblowing Policy

- A8: Safeguarding Policy

#### **13.4 TRAINING**

All staff and associated personnel will receive training on this policy as part of their induction. REDRESS keeps a training record that identifies who was trained on what date.

A refresher training session is conducted for all staff at least annually to remind them of the policy and to inform them of any changes.

#### **13.5 POLICY REVIEW**

This policy was reviewed by the Risk Committee on 5 May 2022, and the revised policy was approved by the Board of Trustees on 10 May 2022. This policy was reviewed by the board on 27 May 2025.

This policy is subject to revision at any time REDRESS considers it necessary to do so.

In any event, the policy will be reviewed again in May 2027.

#### **13.6 FORMS AND DOCUMENTS**

- None