



## **Respect Complaints Procedure – Respect Phonenumber and Men’s Advice Line**

Respect is committed to providing services of high quality in a non-discriminatory way. It is our policy to take all complaints seriously and to ensure that they are promptly investigated at an appropriate level. We are also committed, whenever possible, to take action to reduce the likelihood of recurrence of similar problems.

The procedure outlined below is intended to be used when an agency or individual wishes to complain about the quality of the service they have received on the Respect Phonenumber or Men’s Advice Line.

### **Procedure**

1. Any complaint should be made as soon as possible, and in any event within three weeks of the matter complained of.
2. Anybody wishing to complain should initially be encouraged to contact the Senior Support Worker by telephone, letter, fax or email. The Senior Support Worker will acknowledge receipt of the complaint and explain the complaints procedure within 5 working days of receiving the complaint.
3. The Senior Support Worker will attempt to resolve the matter informally.
4. If the Senior Support Worker is not able to resolve the complaint to the complainant’s satisfaction or if the complaint is about the Senior Support Worker, then the complainant should be invited to register a formal complaint with the Operations Director of Respect by telephone, letter, fax or email within fifteen days.
5. The Operations Director will appoint an investigating officer (in most cases the investigating officer will be the Operations Director) and write to the complainant explaining who will investigate the matter and the timetable within five working days of receiving the complaint. If the complaint is against an individual the investigating officer will be a member of Respect’s Senior Management Team.
6. After investigation, the investigating officer will reply to the complainant with the outcome within ten working days and if this is not possible the investigating officer will explain why to the complainant and let them know when they can expect a reply by.
7. In considering the matter the investigating officer should ensure that every opportunity is given to the complainant and the relevant Respect staff to explain and clarify their case.
8. If the complaint is upheld, this could result in re-training the staff involved or disciplinary proceedings (see disciplinary policy and procedure).
9. If the complainant remains dissatisfied after investigation, he or she can appeal to the Chair of Respect’s Management Board within five working days. After consideration of

the appeal the decision of the Chair would be final and the complainant will be informed within ten working days; there would not be any further recourse to appeal within Respect.

10. The Operations Director will maintain a book, which records the details of all complaints and the results of the investigations. Any records containing sensitive information and/or identifying service users will be kept secure and confidential for twelve months and will then be disposed of in a secure manner.

11. Respect will ensure that Helplines staff are aware of the complaints policy so that callers who wish to complain have all the information they need to do so. Also, complaints made against the Respect Phonenumber or the Men's Advice Line will be used to improve and develop the service offered.

November 2014

Next review date: November 2017