

Compliments and Complaints Policy and Procedure

Making a Complaint

RAMA will respond to all complaints regardless of how they are raised or what they refer to.

If you have a complaint, please contact the Complaints Officer using the form below or by letter to: RAMA, 31 Eld Lane, Colchester CO1 1LS, or by email. You can write in your own language and we will translate. Please remember to give your contact details.

Complaints Officer: Maria Wilby mw@rama.org.uk

Deputy: Elizabeth Long el@rama.org.uk

1 Policy Statement & Purpose

RAMA is committed to providing the best support and advice to all clients and working in a transparent and accountable way. One way we can improve is by listening to the views of clients and stakeholders: we welcome **feedback** and **compliments**, and where there are **complaints** we aim to respond as effectively as possible.

We will ensure that:

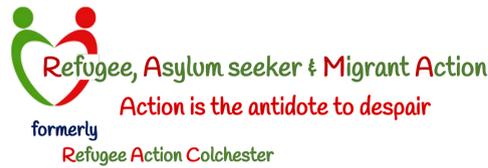
- Making a compliment or complaint is as easy as possible;
- Complaints are dealt with promptly, politely and confidentially (where appropriate);
- We respond in the right way, eg with an apology if we are found to be at fault, with an explanation, or with information about action taken;
- We learn from complaints, using them to improve our service.

This policy outlines how we deal with compliments and complaints.

2 Definitions & Scope

A **compliment** is a positive expression of satisfaction about RAMA services and/or staff. We are always glad to receive these. Compliments are acknowledged and forwarded to the relevant staff member as appropriate.

A **complaint** is any expression of dissatisfaction, regardless of whether the word 'complaint' is used. These can come to us face to face, in writing or by phone. Our procedure for dealing with them - from an individual's initial contact through to investigation to resolution - is outlined below.



RAMA takes very seriously all complaints of bullying, harassment, victimisation and discrimination.

RAMA is committed to dealing with complaints in a fair and open way to achieve a satisfactory outcome for anyone who raises a complaint. We train staff and volunteers in how to respond, and we aim to ensure that all complaints, written or verbal, are handled in a consistent and regulated manner to mitigate or prevent further complaints. For the purposes of complaints, RAMA Operational Lead is the Complaints Officer (mw@rama.org.uk), who records and investigates complaints and is responsible for monitoring the Complaints Log to ensure actions and improvements are introduced where possible.

This policy relates to clients and to all staff (permanent, fixed term, temporary staff, any third-party representatives or sub-contractors, agency workers, volunteers, interns and students). It has been created to meet general standards and requirements and complies with standard compliant handling procedures.

2.1 The Complaints Officer

The Complaints Officer completes their duties independently and without bias and each complaint is reviewed to ensure that there is no conflict of interest. If a conflict is identified (i.e. the complaint involves the Complaints Officer), a deputy (the Chair of Directors: el@rama.org.uk) will take over. In this role, either person has full authority to ask questions, carry out investigations, obtain and analyse evidence, and recommend policy and process changes.

3 Responsibilities

RAMA's responsibility is to:

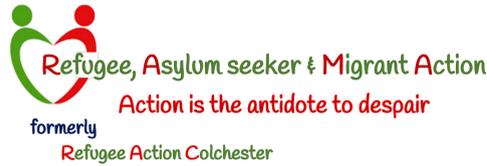
- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

The complainant's responsibility is to:

- present their complaint in writing to RAMA as soon as possible after the issue arising;
- raise concerns promptly and directly with a member of staff at RAMA;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow RAMA a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond RAMA's control.

4. Confidentiality

Except in exceptional circumstances, we will aim to ensure that both the complainant and RAMA maintain confidentiality. However, the circumstances may mean this is not possible (each complaint will be judged individually). If this is the case, the situation will be explained to the complainant.



5 Procedures & Guidelines

RAMA will keep written records throughout any complaints procedure.

5.1 Informal Complaint Resolution

Some issues and complaints can be resolved swiftly (immediately or within a 3 days) and are considered informal complaints. This is when the complaint is clear and it can be resolved without further investigation. If an individual telephones RAMA and wishes to make a complaint, they will be passed to a senior member of staff who will try to resolve the complaint immediately. In such cases, the details are still entered onto our Complaint Log.

Staff are trained to resolve complaints at the initial point of contact, without the need to involve the Complaints Officer, and are aware of their obligations. Many face-to-face and telephone issues can be resolved in this manner, though the complainant is always offered the option of making the complaint formal if they are not happy with the outcome.

Even if the complaint is resolved at the time, the customer will be offered the Complaints Policy and form.

5.1.1 Timeframe for Informal Resolution

We aim to resolve informal complaints within 24 hours. If a satisfactory resolution has not been achieved within 3 working days of the complaint being made, it will be passed to the Complaints Officer to enter the formal complaint process.

5.2 Formal Complaint Resolution

5.2.1 The response to a formal complaint, or a complaint that cannot not be resolved informally, is outlined below and will be explained to the complainant by a member of the Management Team.

- a) A formal complaint can be made verbally or in writing. If in writing, the complaints form should be used. If verbally, a statement will be taken by a member of the Management Team or staff member.
- b) In all cases, the complaint will be passed on to the Operational Lead (Complaints Officer). In the event of a complaint about the Operational Lead, the complaint will be passed to the Chair of Directors (Deputy).
- c) The Operational Lead or Chair of Directors will acknowledge the complaint in writing within one week of receiving it. The response will detail the complaint procedure and provide approximate timelines for the investigation and future responses. One of the above will investigate the complaint. Investigations must produce an unbiased outcome and an expected course of action. A complaint reference will be assigned, and all relevant documentation will be identified with this reference. The reference will also be added to the Complaints Log so that in the future complaint and documents can be audited and traced.
- d) Any conclusions reached will be discussed with the staff member involved and their Line Manager.

- e) After the complaint has been investigated and an action decision reached, the investigator will draft a final response letter with their findings and decision. The final response will be sent to the complainant within 28 days of the initial complaint.

5.2.2 Further action

- a) If the complainant is not satisfied with the decision, a group of Directors will be convened.
- b) The group will examine the complaint and may carry out further interviews or examine files / case notes. They will respond in writing within four weeks. Their decision will be final.
- c) For complaints related to personal data and/or breaches of the data protection laws and regulations, the final response will reiterate the complainant's right to lodge a complaint with the supervisory authority: **Information Commissioner's Office** <https://ico.org.uk/> Helpline: 0303 123 1113. The response will also give details about seeking a judicial remedy.
- d) If you are not satisfied with our response, or if you do not wish to complain to RAMA, you may *at any time* complain directly to the ICO (as above) or to the **Immigration Advice Authority** <https://www.gov.uk/government/organisations/immigration-advice-authority> .
- e) If you consider taking legal action against RAMA, we confirm we have Professional Indemnity Insurance to meet any relevant claims.

6 Complaint Recording

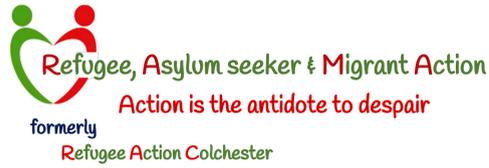
All complaints, whether formal or informal, are recorded on our Complaints Log. The log consists of the information below and will be audited on a frequent basis to ensure that incidents are not being repeated and improvements are being made.

- Date of Complaint
- Client Name
- Client Reference
- Nature of Complaint
- Person(s) Involved
- Date Formal Complaint Received
- Complaint Reference
- Action Taken to Resolve
- Date Decision Letter Sent
- Date Complaint Closed

The log is available to any relevant authority overseeing the organisation's complaints.

6.1 Patterns and Analysis

The Complaints Log and forms are reviewed regularly by the Complaints Officer to identify any patterns or reoccurring issues. Where any gaps or patterns are identified, RAMA will take corrective actions as soon as possible and keep the process or person involved under review until a satisfactory improvement is clear.



Reviewed & amended January 2026

RAMA Complaint Form

RAMA will respond to all complaints regardless of how they are raised or what they refer to.

If you have a complaint, please write it on this form or send details by letter to: RAMA, 31 Eld Lane, Colchester CO1 1LS. You can also contact us by **email**.

You can write in your own language and we will translate.

Complaints Officer: Maria Wilby mw@rama.org.uk

Deputy: Elizabeth Long el@rama.org.uk

Date:

Your name:

Your contact Details (email/mobile number):

Your complaint:

Please include as much detail as possible, including who was involved, location, date & time, witnesses etc.