

## RESOURCE FOR LONDON

### COMPLAINTS POLICY AND PROCEDURE

#### 1. Policy

1.1 Resource for London (RfL) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

1.2 Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone working at the Resource Centre knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

#### 2. Definition of a Complaint

2.1 A complaint is any expression of dissatisfaction about any aspect of the services provided by RfL.

A complaint from a Tenant about other tenants is not a complaint as defined by this policy. RfL expects Tenants to take all reasonable steps to try to resolve such disputes without involving RfL or its managing agent the Ethical Property Company (EPC). Only as a last resort should EPC's Centre Manager be asked to intervene in a dispute and their decision will be final. The rejection of a request to rent an office or work station space in the Centre will be dealt with in accordance with this Policy and Procedure.

#### 3. Where Complaints Come From

3.1 Complaints may come from a person or organisation using or seeking to use the services and facilities provided by Resource for London at the Centre.

3.2 A complaint can be received verbally, by phone, by email or in writing.

3.3 This policy does not cover complaints from employees of EPC who should

use their Employer's relevant policies.

- 3.4 If the Complaint relates to an employee of the Ethical Property Company it will be referred to the Company for investigation.

#### **4. Confidentiality**

- 4.1 All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

#### **5. Responsibility**

- 5.1 Overall responsibility for this policy and its implementation lies with the Board of Trustees of Resource for London.

#### **6. Review**

- 6.1 This policy is reviewed every two years and updated as required.

#### **7. Complaints Procedure**

- 7.1 Written complaints may be sent to Resource for London at 356 Holloway Road London N7 6PA or by email to [info@resourceforlondon.org](mailto:info@resourceforlondon.org) Verbal complaints may be made by phone to 0207 697 4000 or in person to the Centre Manager.

#### **8. Receiving Complaints**

- 8.1 All Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. All complaints, regardless of how they are received and which are not resolved at the initial contact stage, will be recorded.

- 8.2 The person who receives a phone or in-person complaint should:

- Record the details of the complaint
- Take the Complainant's name, post and email addresses and telephone number
- Record the relationship of the Complainant to Resource for London (for example: Tenant, Meeting Room user, Office Space Applicant)
- Tell the complainant that we have a complaints procedure and provide a copy
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

The person who receives a complaint via email should:

- Acknowledge receipt of complaint and send copy of Policy by email, copied to Centre Manager

## **9. Resolving Complaints**

### **Stage One**

- 9.1 In many cases, a complaint is best resolved by the person receiving the complaint or the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- 9.2 Whether or not the complaint has been resolved, the complaint information should be passed to the Centre Manager within 1 working day.
- 9.3 On receiving the complaint, the Centre Manager will record it in the complaints log. If it has not already been resolved, they may delegate an appropriate person to investigate it and to take appropriate action.
- 9.4 If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- 9.5 Complaints should be acknowledged by the person handling the complaint within 3 working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this Complaints Procedure should be attached.
- 9.6 Ideally complainants should receive a definitive reply within 4 weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- 9.7 Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. Where the complainant is the employee of a tenant, a copy of the response will be sent to the Tenant's Representative.

### **Stage Two**

- 9.8 If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Stage Two/Board level. At this stage, the complaint will be passed to the Chair of the Board and copied to the Company Secretary. The request for Board level review should be acknowledged within 5 working days of receiving it. The acknowledgement should say who will deal with the case

and when the complainant can expect a reply.

- 9.9 The Chair or another Board member appointed by the Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
- 9.10 Ideally complainants should receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- 9.11 Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

## **10. Variation of the Complaints Procedure**

- 10.1 The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

## **11. Monitoring and Learning from Complaints**

- 11.1 A report detailing all Complaints received, how and at which Stage they were resolved and the timescale for completing the Stage are submitted to each meeting of the Board. They are reviewed annually to identify any trends which may indicate a need to take further action.

## **12. Compliments**

- 12.1 Any person organisation complimenting RfL or EPC will be thanked for having done so and a record of all compliments received will be maintained.
- 12.2 In order to ensure that the Board receives a balanced view, a report of all compliments received will be reported to each meeting of the Board.