

Rite to Freedom - Complaints Policy

Last update: 28.04.2023

Complaints Procedure

Introduction

At Rite to Freedom we strive to achieve a high standard of service to all who work with us or participate in our projects. If our standards slip we want to know about it. This complaints procedure sets out how you can complain and how we will deal with your complaint.

Dissatisfied with Rite to Freedom?

If you are not satisfied with the service you have been given, please contact the person you have been dealing with at Rite to Freedom. They will deal with your enquiry promptly and do their best to put things right. If the person you have been dealing with is the person your complaint is against, please contact one of the Rite to Freedom trustees. You can do this through the [website](#). We will do our utmost to deal with this promptly, discreetly and with compassion.

What is a complaint and who can make one?

Rite to Freedom will regard information from any person or organisation that wishes to complain about the way it has dealt with them as a valid complaint. Rite to Freedom's aim is to improve its service delivery and to put right any shortcomings that are within its control.

What is the time limit for making a complaint?

Any complaint should be made as soon as possible, while the events are fresh in the mind. This needs to be no later than six months from the date you became aware of, or ought reasonably to have become aware of, the subject of the complaint.

Rite to Freedom considers that six months gives adequate time for you to have considered your arguments, and for all relevant facts to remain fresh. Any departure from this time limit will be allowed only in exceptional circumstances, as people and papers involved may no longer be available.

How do I make a complaint?

Stage 1

Please make your complaint in writing by post (see address below) or through our website [contact page](#).

In some circumstances, for example if you are visually impaired, Rite to Freedom will co-operate with you to make alternative arrangements, so far as this is practicable. Rite to Freedom is required to consider matters impartially. We will acknowledge your complaint within 5 days, and will, at the same time, agree an appropriate "summary of complaint" with you. This statement will be the focus of the complaint examination. You will then be issued with a report on your complaint, including Rite to Freedom's findings and recommendations.

Rite to Freedom will use best endeavours to complete the report within 20 working days of the date on which you agree the "summary of complaint". If Rite to Freedom is unable to complete this report within 20 working days, we will inform you in writing of the reason for the delay and confirm to you the date by which we will complete the report. The revised completion date shall not exceed a further 20 working days.

If your complaint is about the Creative Director, an appropriate Trustee will deal with Stage 1 of your complaint.

Stage 2

If we are unable to resolve matters, and you still think you have cause for dissatisfaction, you can ask the Chair of Trustees to look into your complaint. You must do this within 20 working days of the date of issue of the report.

The Chair of Trustees will either look at your complaint personally, or appoint another Trustee (with no previous dealings with your case) to review your complaint.

The Chair of Trustees (or their nominee) will respond to your complaint within 20 working days of receipt of your request for a review of your complaint.

If your complaint is about the Creative Director, the Chair of Trustees will appoint another Trustee (with no previous dealings with your case) to review your complaint.

If you have had your complaint looked into by the Creative Director and the Chair of Trustees (or their nominee), and you remain dissatisfied, depending on the nature of your complaint, the Charity Commission may be able to assist you in pursuing the matter further.

For further information you should visit <https://www.gov.uk/complain-about-charity> in the first instance.

Contacting Rite to Freedom:

Rite to Freedom
Wessex House
Teign Road
Newton Abbot
TQ12 4AA

Telephone: 01647 632332

email: info@ritetofreedom.org.uk
www.ritetofreedom.org.uk