

# Complaints Policy

## Introduction

The Reading Agency 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.

## Our policy

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- 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

## Definition of a complaint

A complaint is any expression of dissatisfaction about any aspect of The Reading Agency.

## Confidentiality

All complaint information will be handled sensitively and confidentially, and only those who need to know will be advised, following any relevant data protection requirements as set out in our data policy.

## Responsibility

Overall responsibility for this policy and its implementation lies with the Chief Executive.

## Contact details for complaints:

Complaints should be made in writing, either by e-mail to [info@readingagency.org.uk](mailto:info@readingagency.org.uk) or by post to The Reading Agency, 24 Bedford Row London WC1H 4EH.

## Dealing with complaints

Details of any complaint will be passed to the Business Support Team to record in the complaints log.

In many cases, a complaint is able to be resolved by the person receiving the complaint swiftly, who will do so where possible and if appropriate.

If the complaint cannot be resolved by the person who receives it, then the Business Support Team will delegate an appropriate person to investigate the complaint and respond to the complainant.

The Business Support Team will also alert the Senior Management Team.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint within **24 hours**. The acknowledgement will always say who is dealing with the complaint and when a reply can be expected. A copy of this complaints policy will be attached.

Ideally, we will always seek to provide the complainant with a definitive reply within **5 working days**. If this is not possible because, for example, an investigation has not been fully completed, a progress update will be sent with an indication of when a full reply will be given.

The reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint.

The Reading Agency complies to all guidelines of the Charity Commission. Information about the kind of complaints the Commission can involve itself in can be found on their website at:

[www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

### **Variation of the Complaints Procedure**

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 will not have the Chair as the person leading the investigation.

### **Monitoring and Retention of Complaints**

Complaints will be reviewed annually to identify any trends which may indicate a need to take further action.

Details of the complaint and the complainant will be retained for two years, after which time they will be destroyed.