



# Complaints Policy & Procedure

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V1.1	Susan Stoker Director Governance, Compliance & Business Systems			No approval required - minor changes – Care home name page 7 Job title page 5	April 2023
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# COMPLAINTS POLICY & PROCEDURE

## Complaints Policy Statement

Royal British Legion Industries (RBLI) is committed to providing an excellent standard of service to all our supporters, beneficiaries, users, customers and the organisations that we support across our diverse operations. Where we get this right, we encourage positive feedback. Where we get this wrong, we will seek to address and improve, taking all concerns and complaints seriously and aiming for resolution as quickly as possible.

In support of this we will aim to:

- Provide a clear and easy to follow complaints procedure that is accessible to everyone;
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- Provide training to ensure that everyone at RBLI knows what to do if a complaint is received;
- Make sure that complaints, wherever possible, are resolved and that relationships are repaired; and
- Provide the relevant information in relation to third parties to which complaints about our services can be made

## 1. Introduction

The purpose of the Complaints Procedure is to investigate your complaint and put matters right quickly wherever that is possible. Information from comments, complaints and compliments can also help us to improve our services and learn lessons.

RBLI considers itself to be an organisation that listens to the views of others and responds accordingly. As such RBLI is open to all comments, complaints, and compliments. We view 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 making the complaint. We promise to take your complaints seriously and to deal with them as quickly as possible.

Please tell us when our staff, volunteers and services have been helpful. We also want to know when things do not go to plan and if you are not satisfied with the service that has been provided.

Our aim is to work with the person making the complaint and to explore every reasonable option to resolve the issue and agree an outcome that is satisfactory for all parties. Our response will always describe the details of the investigation into the complaint, the conclusions reached as a result and any action either taken or planned to be taken. The sections below outline the Complaints Procedure for RBLI. It should be noted that this is the overarching and therefore overriding procedure however there will be local processes in place within RBLI divisions to support the implementation of this.

## **2. Definition of a complaint**

This procedure defines a complaint *'as any expression of dissatisfaction, however made, about any aspect of RBLI's activities including its staff, volunteers, or Trustees'*.

We do differentiate between a complaint and a concern, with the latter considered be something that is raised informally with RBLI, maybe through discussions with staff. If you have concerns about our work, please tell a member of staff as soon as possible so that we can understand the situation and work to address the underlying issues.

## **3. Where complaints may come from**

Complaints may come from any individual, volunteer, customer, or organisation who has a legitimate interest in RBLI. A complaint can be received verbally, by 'phone, by email or in writing.

## **4. Complaints which cannot be dealt with under this Procedure**

This procedure is for external complaints by those individuals or organisations described above. It does not cover complaints from employees who should refer to RBLI's internal policies on such matters.

## **5. Confidentiality**

All information received and produced in connection with a complaint will be treated as confidential and handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## **6. Responsibility**

Overall responsibility for this policy and its implementation lies with the Board of Trustees and the Senior Management Team of RBLI.

## **7. How to make a complaint**

If you have a complaint you can contact us verbally, by telephone, by email or in writing. The details of how to do this are noted below.

### **Verbally**

You can make a complaint by telephone or in person to us during office hours (9:00 to 17:00) as follows:

- If the complaint is about a particular service you should speak to the relevant manager
- If your complaint is about an individual you should speak to the relevant line manager
- If your complaint is about a manager you should speak to the Director of that service
- If you feel that you cannot speak to any of the above you can make your complaint to the Chair of the Board of Trustees or the Chief Executive

If you do not have the direct telephone number of the person you want to contact please use the reception telephone number, which is 01622 795900.

### **By email**

You can make a complaint by email at any time, using the same process noted above for verbal complaints. If you do not have the email address of the person you want to contact please use [enquiries@rbli.co.uk](mailto:enquiries@rbli.co.uk).

### **In writing**

If you would prefer to write to us you can send your complaint by letter to the following address. Please at the top of the letter '*This is a complaint made under the Complaints Procedure of RBLI*'.

#### **Royal British Legion Industries**

**Hall Road**

**Aylesford**

**Kent**

**ME20 7NL**

It should be noted that the services of RBLI have local procedures to facilitate the local responses to complaints. These can be obtained from the service in question.

## **8. Expectations**

### What you expect from us and the process

You can expect:

- Your complaint to be listened to, to be investigated fairly and responded to in a professional and timely manner;
- Us to be open and accountable;
- To be kept informed about what will happen next or if and why there are any delays;
- For things to be put right if this is possible and for us to learn from complaints, sharing this learning across the wider organisation; and
- To receive an apology if mistakes have been made.

### What RBLI expects

RBLI expects complainants to be polite and courteous. RBLI operates a zero tolerance policy in relation to abusive and / or aggressive behaviour towards our staff, volunteers, trustees and beneficiaries.

RBLI expects all members of staff to deal with complaints quickly and efficiently, with courtesy, respect and discretion.

RBLI believes that all complainants are entitled to receive responses to a complaint and to challenge any such responses. RBLI however does reserve the right not to respond to complaints where in the reasonable opinion of the Chief Executive they amount to persistent or vexatious complaints.

**9. Who will respond to a complaint**

Regardless of how any complaint is made or who receives the initial communication it will be investigated as follows:

What / who the complaint is about	Who will be responsible for investigating and responding
The service in general, a member of staff or volunteer	Relevant manager
A member of staff at managerial level	Relevant Head of / Director
A member of staff at Head of / Director level	Director / Chief Executive
Chief Executive or Trustee	The Chair of Board of Trustees
The Chair of Board of Trustees	The Vice-Chair of Board of Trustees

**10. Information to include within a complaint**

To help us investigate and address all complaints effectively and efficiently as possible the following information should be included:

- The reason / nature of the complaint
- Date, time and location of issue that had resulted in the complaint
- Names of anyone involved, if known
- Contact details including name, address, daytime telephone number and email address

**11. Stage of a complaint**

Whether or not a complaint is resolved at the First Stage all complaint information will be passed to the Director of Governance, Compliance & Business Systems who is responsible for collating details of all complaints and analysing trends. This information will be reported to the Board of Trustees and the Senior Management Team.

**First stage**

Our aim is to resolve the problem giving rise to a complaint as quickly as possible. In some instances, we will be unable to do this because we will need to investigate further. When this is the case whoever you initially contact will **acknowledge receipt of your complaint** or arrange for it to be acknowledged within the following timescales:

Method of complaint	Timeframe
Verbally	Immediately or on the same day
By email	Within 2 working days
In writing	Within five working days

This acknowledgement will inform you of when we will next contact you either with a proposed resolution or an update. This will also give you the name of the member of staff dealing with the complaint, which will be in accordance with the table provided in Section 9 above. This person will fully investigate the circumstances giving rise to the complaint and respond with the outcome of the investigation. This response will be **within 28 days** of the complaint being received.

Should the investigation not be fully concluded after 28 days a progress report will be issued, which will include an indication of when a final report will be issued.

### **Second stage**

If we are unable to resolve the issue to the satisfaction of the complainant at the First Stage the second stage is escalation to the Divisional Director, where possible or the Chief Executive for further investigation. This must be done by email or in writing and should include:

- Details of the complaint
- Explanation of the reason for escalation

An acknowledgement will be issued from the Directors' or Chief Executive's office **within five** working days. This will include details of who the Director or Chief Executive has arranged to lead the investigation, who will be a suitably senior person and someone other than the person who initially did so under the First Stage.

### **Third stage**

Where complainants are still unsatisfied after the Second Stage and wish to take their complaint further the final internal stage involves escalation to the Chair of the Board of Trustees. This should be done by email or in writing **within 28 days** of receiving our reply under the Second Stage.

Please note that for RBLI to move to the third stage the following would need to be shown:

- that the correct process was not followed by the members of staff dealing with the complaint in the previous stages
- something materially has changed because of responses provided during the previous stages

The complainant should therefore summarise how they believe the above apply when escalating the complaint.

The complaint will be passed to a nominated Trustee for further investigation. This will be completed **within 10 days** of receiving the email / letter and a letter containing their conclusions and any actions to be taken will be issued.

### **Follow up**

For RBLI to continually improve we may wish to contact complainants within one month of the complaint being dealt with to check that you were satisfied with our resolution. Any information provided during the follow up will only be used to make improvements to RBLI.

## 12. Taking your complaint outside the Organisation

If your complaint is about **our fundraising work or activities** and you are not satisfied with our response you are entitled to take the complaint to the Fundraising Standards Board. This is the self-regulatory scheme that works to ensure that organisation raising money from the public do so honestly and properly. As a member of the Fundraising Standards Board we are committed to abiding by any decision they reach on complaints that are escalated to them. Their contact details are:

The Fundraising Standards Board  
Eagle House  
167 City Road  
London  
EC1V 1AW

Telephone: 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)  
Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)  
Website: <https://www.fundraisingregulator.org.uk>  
Complaints form: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>

If your complaint **relates to Bradbury House, Appleton Lodge or the care services provided at Queen Elizabeth Court and Greenwich House** you can contact:

The Care Quality Commission [www.cqc.org.uk](http://www.cqc.org.uk)

Kent County Council  
Maidstone House  
Session House  
County Hall  
Maidstone  
Kent  
ME14 1XQ

Telephone: 03000 416161  
Email: [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)

As a charity RBL's main regulator is the Charity Commission. The Charity Commission will investigate certain complaints categories. The details of these can be found on their website. Where a complaint falls within these categories they be referred to:

Charity Commission  
102 Petty France  
Westminster  
London  
SW1H 9AJ

Telephone: 0300 066 9197  
Website: <http://charity-commission.gov.uk>  
Complaints link: <https://www.gov.uk/complain-about-charity/>

If your complaint is about **our activity in Scotland**, you may wish to contact the office of the Scottish Charity Regulator (OSCR). Please note that OSCR considers the Charity Commission to be our primary regulator.

Office of the Scottish Charity Regulator  
2<sup>nd</sup> Floor  
Quadrant House  
9 Riverside Drive  
Dundee  
DD1 4NY

Telephone: 01382 220 446  
Email: [info@oscr.org.uk](mailto:info@oscr.org.uk)  
Website: <http://oscr.org.uk>