



## Complaints Policy

### Purpose and scope

The purpose of this Complaints Policy is to set out Asylum Research Centre Foundation's (ARC Foundation) complaints procedure. ARC Foundation aims to provide the best possible service at the highest possible standard, but appreciates that we might not get it right all of the time.

The policy applies to all persons associated with the functions of or anyone working on behalf of ARC Foundation, including Trustees, contractors, volunteers etc.

The policy has been written within the legal framework of the United Kingdom.

The Complaints Policy will be reviewed annually but might be updated when and if the need arises. This version was created in September 2018.

If you have any questions about this policy, please email [info@arcfoundation.org.uk](mailto:info@arcfoundation.org.uk).

### Complaints procedure

1. We believe that often potential complaints can be resolved informally without resorting to the full complaints procedure. We therefore encourage you to take up a complaint with the responsible person in the first instance either by email or by requesting a phone conversation. If the matter cannot be resolved to your satisfaction in this way then please proceed to making a formal complaint.
2. A formal complaint should be made within 6 months of the date of the cause of the complaint or when the informal complaint approach as described in point 1 has failed.
3. A formal complaint should be made in writing by emailing [complaints@arcfoundation.org.uk](mailto:complaints@arcfoundation.org.uk), which can only be viewed by the Chair and Administrators of ARC Foundation. You should supply your name and contact details, provide details about your complaint(s), or where applicable identify the person associated with the functions or working on behalf of ARC Foundation about whom you wish to make a complaint, and what you would like done about it.
4. If you consider yourself to have a disability, which affects your ability to formulate or pursue a complaint via email, please let us know, and we will set in place appropriate and reasonable adjustments for you.
5. The Chair will acknowledge your initial complaint in writing within five working days of receipt.

6. A full written response should be sent to you within 14 working days, unless otherwise indicated by the Chair.
7. Should further investigation be necessary, the Chair may appoint a suitable member of the board of Trustees to do so. This investigator will have access to all relevant documentation, will be able to interview relevant individuals and may need to contact you for further information. The investigator will then produce a report for the Chair as soon as is reasonable, but no longer than 30 working days after his/her appointment.
8. The Chair will then consider the report and get in touch with you setting out the nature of the investigation and whether or not he/she upholds the complaint or rejects it, setting out the reasons why. Should the complaint be upheld, the Chair will set out a proposal for resolving the complaint.
9. If you are dissatisfied with the outcome of your complaint or the complaint procedure you can complain to the Charity Commission. Further information about their complaints procedure can be found [here](#).

All correspondence (electronic or otherwise), records and conversations relating to the complaint will be treated confidentially and retained for three years. They will only be disclosed to the person complained about if applicable, the Chair, the investigator and/or the Charity Commission.

For internal purposes, all complaints will be logged, including the nature of the complaint and its outcome.

## **Contact**

Any questions and comments regarding ARC Foundation's Complaints Policy should be addressed to the Chair at [chair@arcfoundation.org.uk](mailto:chair@arcfoundation.org.uk).

**London, September 2018**