

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 always get it right.

The policy applies to all persons associated with the functions, or anyone working on behalf of ARC Foundation. That includes, but is not restricted to, trustees, contractors, and volunteers.

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

The Complaints Policy will be reviewed annually. It may be updated before such annual review if there is a need to do so. This version was created in April 2021.

Complaints procedure

1. Often, potential complaints can be resolved informally, without resorting to the full complaints procedure, where for example there is a potential misunderstanding, or further clarity is required or sought. We therefore encourage you to take up a complaint with the responsible person in the first instance, if possible by telephone because it is often the case, in our experience, that the dynamic nature of a conversation provides a better opportunity for both sides to listen and respond to each other, along a route to resolution. Alternatively, raising matters that have given rise to cause for concern or clarification, may also be communicated by way of email to the responsible person.
2. If the matter cannot be resolved to your satisfaction in this way, it is open to you to make a formal complaint.
3. 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.
4. A formal complaint should be made in writing by emailing complaints@asylumresearchcentre.org, which will only be viewed by the Chair and Director of ARC Foundation. You should supply your name and contact details, provide details about your complaint(s) and/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.

5. 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 discuss appropriate and reasonable adjustments for you.
6. The Chair will acknowledge your initial complaint in writing within seven working days of receipt.
7. If your complaint concerns persons associated with the functions, or anyone working on behalf of ARC Foundation, your complaint will be sent to that person as soon as the complaint has been received.
8. The Chair will either investigate the complaint themselves, or, if appropriate, s/he may appoint a suitable member of the board of Trustees to do so. The person investigating the complaint will have access to all relevant documentation, will be able to interview relevant individuals and may need to contact you for further information. The person investigating the complaint will then produce a report as soon as is reasonable, but no longer than 30 working days after the complaint has been received.
9. The Chair will then contact you, setting out whether the complaint is upheld or rejected, providing reasons for the conclusion reached. Should the complaint be upheld, the Chair will set out a proposal for resolving the complaint.
10. 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 six years. They will only be disclosed as necessary, normally to the person complained about if applicable, the Chair and/or the person investigating the complaint 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@asylumresearchcentre.org

London, April 2021