



## **BRISTOL REFUGEE RIGHTS**

### **COMPLAINTS AND POSITIVE FEEDBACK POLICY AND PROCEDURES**

#### **THE POLICY**

##### **1. PURPOSE OF COMPLAINTS POLICY**

- 1.1 Bristol Refugee Rights is committed to working with its members in the best way possible and recognises that both positive feedback and complaints can help us to reflect on and improve the quality of the services we provide.

##### **2. GENERAL PRINCIPLES**

- 2.1 We will actively seek feedback on our services, whether positive or negative.
- 2.2 Notices will be displayed in the Welcome Centre and BRR offices seeking members' views.
- 2.3 We understand that from time to time a complaint may arise about some aspect of the setting, or an individual volunteer, Trustee or member of staff. We will seek to resolve any problems informally, as soon as they occur. However, all complaints will be taken seriously and follow the procedures below.

##### **3. ROLES AND RESPONSIBILITIES**

###### **3.1 Senior Management Team** (Advice Service Manager, Welcome Service Manager, Office Manager)

- 3.1.1 General concerns can often be resolved by the staff member responsible for that aspect of the service. The service manager is responsible for dealing with actual complaints in the first instance but may delegate to another member of staff where appropriate.

###### **3.2 CEO**

- 3.2.1 Requests for a reconsideration of a decision made by a member of the senior team on a complaint, and complaints relating to members of the senior team will be dealt with by the CEO.

###### **3.3 Board of Trustees**

- 3.3.1 Complaints against the CEO will be dealt with by the Chair of the Board of Trustees.



3.3.2 Appeals against a complaints decision by the Chair of the Trustees (i.e. a complaint in relation to the CEO) will be dealt with by a Committee of not less than 3 members of the Board of Trustees who have not previously been involved with the complaint.

3.3.3 Complaints against the Chair of the Board of Trustees should also be considered by a similar Committee.

#### **4. RELEVANT LEGISLATION AND POLICIES**

4.1 This Policy complements, and should be considered along with other BRR Policies:

- *Equity , Diversity and Inclusion Policy*
- *Grievance Policy*
- *Disciplinary Policy*

4.2 This Policy is written in accordance with and in order to comply with the OISC Code of Standards.

#### **5. SCOPE**

5.1 This policy and procedure applies to all formal complaints apart from those made by parents/carers in the crèche for which there is a separate complaints procedure.

#### **6. DEFINITIONS**

6.1 Complaints are defined as all statements that something is unsatisfactory or unacceptable whether made formally or informally if the complainant either states that they are making a complaint or confirms that they would like the matter to be dealt with as a complaint when asked.

#### **7. THE PROCEDURES**

##### **7.1 POSITIVE FEEDBACK**

7.2 Positive feedback will be shared between staff and volunteers. A copy of positive feedback will be retained in the Positive Feedback file.

##### **8. NEGATIVE FEEDBACK - RECEIVING A COMPLAINT**

8.1 Complaints may be made verbally or in written form or using the attached Complaints Form (Appendix 2). The fact a person is unable to record their complaint in a particular way, such as using the written



form, will not prevent the complaint from being considered. Where necessary the person wishing to make a complaint should receive support from a coordinator to record the complaint in a written form

- 8.2 Complainants will be asked how they have been negatively treated and what they would like to happen to remedy this.
- 8.3 All complaints should be passed to the relevant service manager in the first instance.

### **STAGE 1: Concerns**

Misunderstandings often arise through a simple breakdown in communication, and if we do not know of concerns we can do nothing to resolve them. A straightforward informal discussion between those involved may be all that is needed to set things right. This is likely to be dealt with by the relevant Service Manager or other senior staff member on site if the concern relates to something occurring in the Welcome Centre but may also be facilitated by the CEO where considered appropriate following the receipt of a concern.

### **STAGE 2: Formal complaints**

If it is not possible to resolve the concern informally, and the complainant is not satisfied, it will be passed to the relevant Service Manager who will acknowledge the complaint in writing within 3 working days and if necessary seek further clarification from the complainant.

The Service Manager will then arrange an investigation into the complaint. This may involve speaking to the parties involved and/or witnesses not involved and recording the information received. The investigation should normally be completed within 10 working days. In certain situations, the Service Manager may ask another member of staff to carry out the initial investigation.

The Service Manager will then decide on an appropriate course of action and communicate this to the complainant (and all other parties involved) in writing and verbally using an interpreter where necessary. This process should normally be completed within 3 weeks of receiving the complaint.



### **STAGE 3**

If the complainant is not satisfied with the response, or with the way the complaint has been dealt, the complainant may write to the CEO or if the complaint relates directly to the CEO, the complainant may write to the Chair of Trustees to request consideration or reconsideration of the complaint. The letter should state the reasons for the complaint and what course of action would be acceptable. Any such request should be sent within 21 days.

The CEO/Chair of Trustees will consider all of the written evidence recorded by the investigating officer and if necessary may gather further evidence and/or call a meeting to interview further witnesses. They will reply to the complaint within a further 10 working days setting out the decision and the reasons for it.

### **STAGE 4 – FINAL APPEAL**

If the complainant is still dissatisfied with the result following consideration of the complaint by the Chair or if the complaint is against the Chair, it may be referred to the Board of Trustees for Final Consideration. If the complaint has been considered by the Chair in first instance, this final appeal will be to a Committee of at least 3 members of the Board of Trustees (not previously connected to the complaint) appointed by the Board of Trustees.

The complainant should write to the Board of Trustees stating their reason for the appeal and what course of action would be acceptable. Any such request should be sent within 21 days.

The appointed Committee of the Board of Trustees will consider all of the written evidence recorded previously and if necessary may gather further evidence and/or call a meeting to interview further witnesses. The Committee will reply to the complaint within 1 month setting out their decision and the reasons for it.

The decision of the Committee will be final.

## **9. COMPLAINTS RELATING TO IMMIGRATION ADVICE**



- 9.1** If the complaint relates to immigration advice the complainant must be informed of their right to ask for a further review from the Office of the Immigration Services Commissioner by writing to:

The Office of the Immigration Services Commissioner  
5<sup>th</sup> Floor, 21 Bloomsbury Street,  
London,  
WC1B 3HF

## **10.COMPLAINTS WHICH ASSERT DISCRIMINATION OR HARASSMENT**

- 10.1** Where the complainant asserts (explicitly or implicitly) that there has been discrimination or harassment it will also be necessary to consider whether any actions should be taken in accordance with the Disciplinary Policy and/or Grievance Policy. The procedures for formal investigation contained within those policies should be followed and the complaint should be immediately be dealt with as a Stage 2 complaint as particular care will be needed.

## **11.RECORD OF COMPLAINTS**

- 11.1** A written record will be kept of all complaints. Records will be maintained by the Office Manager and kept confidential. The record of complaints will include details of any follow up action.

Date Agreed: March 2025

Date for Review/Who to Review: This policy will be reviewed three yearly by the Staffing Sub-Committee.



## Appendix 1 – BRR Complaints Poster

BRISTOL REFUGEE RIGHTS

### **IF YOU ARE NOT SATISFIED**

with any service we provide, please tell us!

We will listen to you

### **IF YOU WISH TO MAKE A COMPLAINT, OR SUGGEST AN IMPROVEMENT**

Please tell the Coordinator, who will  
explain what we do.

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### **WE WILL DO OUR BEST TO RESPOND TO YOU**

Contact: Ina Hume, Drop-In Coordinator

[ina@bristolrefugeerights.org](mailto:ina@bristolrefugeerights.org), 07511 582097

Wellspring Settlement, 43 Ducie Road, Bristol, BS5 0RE



## Appendix 2 – Complaints Form

Date: .....

Name .....

Contact – mobile: .....

Complaint:

Date of incident	Description of incident/complaint/feedback	Action member/volunteer would like to see

Response

Date	Action Taken	By Whom



## **Appendix 3 – BRR Immigration Advice Complaints Information**

### **BRISTOL REFUGEE RIGHTS**

#### **Immigration Advice – Complaints Procedure**

##### **Your right to complain**

If you are unhappy with the service you have received you can make a formal complaint. We will treat your complaint confidentially and seriously and deal with it promptly.

##### **How to complain**

Contact Caroline Broman, Advice Service Manager of Bristol Refugee Rights who can be reached:

Email: [carolineb@bristolrefugeerights.org](mailto:carolineb@bristolrefugeerights.org)

Address: Bristol Refugee Rights, Wellspring Settlement, 43 Ducie Road, Bristol, BS5 0RE

As Advice Service Manager, Caroline will investigate your complaint. If it is upheld you will get a full apology, and where appropriate, be given details of any action that we are taking to put things right.

##### **If you are not satisfied**

If you are not satisfied with the outcome, you can ask for a further review from the Office of the Immigration Services Commissioner by writing to:

The Office of the Immigration Services Commissioner  
5<sup>th</sup> Floor, 21 Bloomsbury Street,  
London,  
WC1B 3HF