



Complaint Policy

Last Reviewed: 23rd June 2022



1. Policy Statement of Intent

RammyMen is committed to ensuring that everyone who wishes to engage with the organisation, whether as volunteers, trustees, staff, members or participants, and any other person engaged with our activities, can do so in a safe and secure manner.

The organisation wants to ensure that any issues that present cause for complaint are dealt with in a timely, fair, and independent manner.

The aims of this policy are to

- improve our services and procedures wherever possible
- ensure that grievances are dealt with in a timely, fair and independent manner
- work to protect our volunteers, staff, attendees and others
- provide help wherever possible to those affected by issues

We have a number of other documents, which may be relevant. For copies or a list of those documents, or if you have questions or suggested amendments to this policy, please contact our Document Coordinator:

Rob Moss
rob@rmdirect.org
07944 038512

Note:

In the following pages where it states 'contact RammyMen', please in the first instance get in touch with the named contact above.

2. Responsibilities for Overseeing Complaints

2.1 The main person with overall responsibility for ensuring this policy is adhered with is:

Rob Moss

rob@rmdirect.org

07944 038512

3. Complaints Process

3.1 In the event of a situation arising where a possible grievance against a member of staff, volunteer, service user, attendee or other person linked with RammyMen is raised, even informally, then the person hearing that grievance shall immediately pass on the details to the person named in section 2.1.

3.2 A neglected grievance can lead to much more serious repercussions. No grievance is too small or insignificant to be passed on.

3.3 A person stating a grievance shall be asked if they are willing to speak with the Complaints Officer named in 2.1, and their contact details taken.

3.4 An initial conversation shall then take place between the Complaints Officer named in 2.1 and the person raising the grievance. If deemed necessary then the person raising the grievance shall be sent a copy of the organisation's Complaint Form to complete.

3.5 If appropriate, due to safeguarding issues, then the subject person for the grievance shall be informed, and invited to discuss the situation with the Complaints Officer named in 2.1. If deemed necessary then this person shall also be sent a copy of the organisation's Complaint Form to complete.

3.6 Upon receiving Complaint Form submission(s) and (if appropriate) any supplementary evidence, then the Complaints Officer named in 2.1 shall convene a panel of at least three independent people to hear the complaint confidentially and in private. The Complaints Officer shall present all evidence at least 48 hours prior to the meeting and shall be present at the meeting to provide input as required, unless the complaint is made against the Complaints Officer, in which case another person shall attend on behalf of the organisation.

3.7 A formal report, with recommendations, shall be produced at the Complaint Hearing, with its contents communicated by the Complaints Officer to all parties and shall be logged by the Complaints Officer named in 2.1.

3.8 If appropriate, the Complaint Panel shall reconvene after a suitable length of time to ensure that any recommendations from the meeting have been satisfactorily dealt with.

3.9 Any person involved with the complaint may appeal for a review of the Complaint Panel's report, which shall be heard by a different panel of three independent people with the information presented by the Complaints Officer named in 2.1.

3.10 Once all parties have accepted the results of the appeal process, or the hearing of the appeal has concluded, and all recommendations have been satisfactorily dealt with then the complaint shall be closed.