**How to make a complaint**

November 2019

The Refugee Council is committed to providing high quality services to all its users. However, we realise that at times we may not always succeed. If you are not happy with the service you have received from any part of the Refugee Council, you can make a complaint.

**What you can do**

It may be possible to resolve your complaint by having an informal discussion with the relevant manager and agree on a practical solution. If that doesn’t work, or if you don’t feel comfortable about doing this, you can make a formal complaint.

**How to make a complaint**

If you wish to make a formal complaint, please fill in the complaint form and send it to the local manager or to the Executive Support Officer at the address below.

If you are unable to submit your complaint in writing then you can contact the local manager or Executive Support Officer by phone or in person. Please note that making a formal complaint will have no impact on the way we will treat you in the future.

**Filling the form**

* Please give us as much detail as you can.
* Include the time and date when the problem occurred.

Please send the form to the local manager or to:

**Executive Support Officer, Refugee Council, PO Box 68614, London E15 9DQ**

**Tel: 020 7346 1016**

**complaints@refugeecouncil.org.uk**

**What happens next?**

When we receive your complaint, we will write to you to let you know that we have received it. We will then investigate your complaint and will write to you about the outcome within 10 working days of receiving your complaint. If you are not satisfied with our response we will provide you with information on what further steps you can take. At all stages we will treat your complaint with the utmost confidentiality.

**Refugee Council Complaints Form**

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It may be possible to resolve your complaint and agree on a practical solution through an informal discussion with the relevant manager. If that doesn’t work, or if you don’t feel comfortable doing this, you can make a formal complaint.

**Your name**

**Your address and postcode where we can contact you**

**Your telephone number**

**Your email address**

**Please write below about the reason you want to complain** giving as much detail as you can, including the time and date when the problem occurred. You may find it useful to read our ‘How to make a complaint’ leaflet first.

Please add extra pages if needed.

**Your signature**

 **Date**

**Data Protection Act 2018**

The personal data collected on this form will only be used for the purpose of processing and responding to your complaint and will not be disclosed to any external sources without your express written consent. Both electronic and paper records will be deleted/shredded within 6 months of when the complaint is closed.