



EXTERNAL FEEDBACK POLICY

Introduction

Restart Lives is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of complaints we can identify learning to achieve high quality work and continuous improvement as an organisation. The following principles underpin Restar Live's approach to handling feedback.

- The procedure is fair, easy and as transparent as possible.
- The procedure is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation.
- Making a complaint will not harm or prejudice the service that is given to the complainant. Concerns and complaints are dealt with efficiently, appropriately and are investigated within the agreed time frame.
- Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.
- Complainants receive a timely and appropriate response, identifying the outcome of any investigation.
- Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken.
- Learning from complaints will be used to improve Restart Lives's work and drive forward a culture of continuous improvement.
- It is very important that every effort is made to ensure anyone making a complaint understands the outcome of their complaint.
- Restart Lives will recognise peoples' reasoning for making a complaint.

Making a complaint/giving feedback

There are three stages that can be used to try to resolve the problem. If a complaint is about the CEO, then it should be addressed to the Chair of the Board of Trustees (marked private and confidential), which is ultimately responsible as trustees of the organisation.

Stage One (Informal)

- To make an initial complaint (Stage 1), please speak to or email the individual(s) concerned or their line manager and we will endeavour to satisfy your complaint or feedback and let you know of any remedial action that is to be taken.
- If you don't know who to contact or do not wish to contact the individual involved, please email [email@Restart Lives.org](mailto:email@RestartLives.org)
- All complaints will be acknowledged by the member of staff to whom you communicated your complaint or by a member of staff manning the email@restartlives.org account within 2 weeks of the initial communication.
- In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.

- We will respond to Stage 1 complaints within 20 working days

Stage Two (Formally registering a complaint)

- If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or another member of staff.
- Please submit the details of your complaint verbally in person, by telephone if you are in phone contact, or by emailing the member of staff you are in touch with or email@restartlives.org).
- Your complaint will be acknowledged within 10 working days.
- A member of the senior team will be assigned to investigate your complaint and you will receive a full written response within 20 working days from the date of the acknowledgement.
- If you are not satisfied with the response to your complaint, you will be given the opportunity to speak to the CEO or Chair at Restart Lives and given the option to appeal (Stage 3).

Stage Three (Appeal)

- To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the CEO or the Chair.
- This will be the final decision of the complaints process and will ensure the CEO and/or Chair has reviewed the investigation, made any further enquiries and then delivers the reason for the final decision.
- The CEO and/or Chair will write within 30 working days of receiving the appeal

Fundraising Regulator

If you are dissatisfied with Restart Lives's response to your fundraising complaint you can contact the Fundraising Regulator (FR) (<https://www.fundraisingregulator.org.uk/>) to access their independent complaints procedure.

Charity Commission

If you are dissatisfied with Restart Lives's complaints process, you can contact the Charity Commission, who will be able to advise on whether they may be able to help with the matter. The Charity Commission can be contacted at:

http://www.charitycommission.gov.uk/About_us/Contacting_us

It may be, if your complaint is in a specific area, for example in relation to financial conduct, or in relation to immigration advice, that there are specific ombudsmen to contact. The possible specifics of complaints are so varied that we do not list them all here.

Vexatious Complaints

A small minority of individuals may use the complaints procedure to make complaints that are vexatious or unreasonable, in that they persist unreasonably with their complaints, and/or whose actions are unacceptable and/or who make unreasonable demands. Such actions may include the following: the amount of information sought; continuing to raise the same or similar matters repeatedly; the nature and scale of expected service; demanding a response within an unreasonable timescale; contacting multiple people within CSTM about the same issue; continual contact (whether by telephone calls, emails or letters) without

adding anything new or constructive to the complaint; changing the substance of the complaint or continuing to complain about a problem without escalating it via the complaints process (this list is not exhaustive and is used for illustrative purposes).

Restart Lives reserves the right to cease responding once a complaint has passed through all stages and been resolved according to the organisation's process.

The charity reserves the right not to respond to a complaint until it is submitted via the correct process, and not to respond to every chase for an update if the time limit for response has not been reached.

The charity reserves the right to deem continued unwanted contact as harassment and treat it as such and will not be bullied into changing a fair decision. The charity may block contact numbers and email addresses to keep staff safe. The charity may escalate to the police.

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