

Refugee Council information



English

How to make a complaint

October 2006

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 Complaints Officer at the address below. This form is available at all our offices and you can download it from our website at <http://languages.refugeecouncil.org.uk/english>

If you are unable to submit your complaint in writing then you can contact the Complaints 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:

Complaints Officer, Refugee Council, 240-250 Ferndale Road, London SW9 8BB
Tel: 020 7346 6710

If you are visiting one of Refugee Council offices you may place the form in one of the specially labelled boxes. You may also hand it to any member of staff or a volunteer. Alternatively, you can fax it to 020 7346 6760.

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.

Other Refugee Council publications are available at www.refugeecouncil.org.uk

Registered charity no. 1014576 Registered company no. 2727514 Registered address: 240-250 Ferndale Road London SW9 8BB



Refugee Council

complaints procedure



English

Complaint form

Your name

Your address and postcode where we can contact you

Your telephone number

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

If you are in a Refugee Council office you can hand in this form to any member of staff or a volunteer. Or you can place it in one of the specially labelled boxes. You can also fax it to 020 7346 6760 or send it by post to:

**Complaints Officer
Refugee Council
240-250 Ferndale Road
London SW9 8BB**

If you would like to receive the Refugee Council's Complaints Policy and Procedures, please tick the box: