

Complaints Procedure

RUSS takes complaints very seriously.

We are a volunteer-led organisation with minimal paid staff and we recognise that despite our best efforts, processes and training, there is always the possibility that we may, on occasion, fail to meet the high standards that we set for all our activities. If you have a complaint about the organisation we want to hear about it to ensure we keep improving our standards and the quality of everything that we do.

We aim to;

- Deal with complaints fairly, efficiently and effectively;
- Ensure that all complaints are handled in a consistent manner throughout;
- Use complaints constructively in the planning and improvement of RUSS activities

How to complain

RUSS would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact info@theruss.org or if you feel able, speak to a RUSS Board member or RUSS member of staff who will try to sort the matter out. If the RUSS representative you speak with can't help themselves, they will pass the matter on to the RUSS Board.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Formal Complaints

Please put your formal complaint in writing and email to info@theruss.org. Please make clear in the subject title that you are making a formal complaint.

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate whenever necessary. Our privacy notice explains how we process your personal data in the event of a complaint.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our staff and members.

Confidential information in relation to your complaint will be handled sensitively.

Please note we are unable to respond to anonymous complaints or matters for which RUSS is not directly responsible.

How long will it take to respond?

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

What if our response does not satisfy you?

Our Rules set out how we will address disputes on a matter covered by the rules, at item 114. The Rules can be found on our website: <https://www.theruss.org/resources/>.

If your complaint relates to fundraising, and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator**, the independent regulator of charitable fundraising;

www.fundraisingregulator.org.uk

2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Tel: 0300 999 3407

We reserve the right to change this policy at any time. Where appropriate, we will notify changes by mail or email.

May 2019

This procedure will be reviewed annually, next review by May 2020.