

# **Equalities Action (EA)**

## **COMPLAINTS PROCEDURE**

Equality Action (EA) is committed to providing high quality services to its users and to members but there will be time when things go wrong.

**IF YOU HAVE ANY COMPLAINTS  
ABOUT ANY OF THE SERVICES PROVIDED  
BY HR&EC, ITS VOLUNTEERS OR ITS STAFF,  
THEN YOU HAVE A RIGHT TO  
MAKE A COMPLAINT.**

Please complain to us if:

- you feel you have not received the standard of service you expect.
- you believe you have been treated discourteously or unfairly.

### **WHO CAN MAKE A COMPLAINT?**

Any member, service user or volunteer of the EA can use the complaints procedure.

A person may appoint a representative to act on their behalf.

This may be another member, relative or a friend.

### **MAKING A COMPLAINT**

EA has a complaints procedure and a form for making a complaint.

## **The procedure is detailed below:**

### **Step one - Informal**

Complain to the person dealing with the issue and give him or her a chance to put the matter right.

### **Step two - Formal**

If step 1 does not resolve the problem, please fill in a complaints form.

There should be some on a table in the office, or you can ask a member of staff for one.

When you have completed the form please return it to the office.

### **Then what happens:**

The Chairperson will acknowledge receiving your complaint within 5 working days.

The Chairperson will investigate the complaint to establish the facts and give you a written reply within 28 days of the complaint being made.

*NB If the complaint is about the Chair then the complaint is referred to the Board of Trustees who will nominate an investigating officer who will proceed as above. The investigating officer will be a member of EA's Board of Trustees.*

### **Step three - Review**

If you are not satisfied with this response you can then appeal to the Board of Trustees and you will have the chance to tell a panel of 3 people, nominated by the Board, about your complaint.

These will be:

- a member of EA's Board of Trustees
- the Chair
- and someone independent of EA.

7 days written notice should be given of a review meeting to all parties giving the opportunity to submit papers to the panel not less than 24 hours before the panel sits.

Any other people involved may be invited to the panel. The review panel will then consider its decision in private and write to you with their decision within 7 days of the meeting.

### **The decision of the panel is final.**

*NB If the complaint is in relation to a community care funded service provided on behalf of the County Council and you are not satisfied with the response you receive from EA you have a right to use the Social Services Department's complaints procedure.*

## **Complaints about immigration advice**

In cases of complaints about immigration advice, if you are not satisfied with EA's treatment of your complaint, you are able to pursue your complaint through the Office of the Immigration Services Commissioner (OISC) at any time.

The OISC is the public body, which regulates immigration advice and services within the UK. The OISC may review your file as part of their regulatory role.

Also, you can make your complaint to the Commissioner by contacting them direct.

Their address is:

The Office of the Immigration Services Commissioner  
5<sup>th</sup> Floor,  
21 Bloomsbury Street  
London  
WC1B 3HF

## Equality Action

**Name:** -----

**Address:** -----

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**Date and Nature of Complaint:**

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**Other comments:** -----

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**Signed:** ----- **Date:**-----