

# SERVICE USER COMPLAINTS PROCEDURE

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Review due	June 2025
Current version adopted	By Nick Pilkiington 29.05.2025 <i>Only change made to update "OISC" to "IAA"</i>  Previous changes by Efi Stathopoulou - RLS and Isaac Shaffer on 15.06.2023 <i>Changes made only referred to the named recipient of the complaint.</i>

## General

We are committed to providing all those with whom we work with a high quality of service and we will do our best to meet this commitment. However, we know that there may be times when you may feel dissatisfied. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. We take complaints very seriously and we treat them as an opportunity to develop.

### 1. What is a Complaint

A formal complaint, which triggers the complaint procedure, can be made either orally or in

writing. All clients are advised in writing in the instruction letter of their right to complain, how to make contact with RLS to make a complaint and of the existence of the Complaints Procedure. If a client expresses dissatisfaction as to the level of service provided to them by RLS, regardless of the views of those providing the services, this should be taken seriously and the client reminded of the complaints procedure and their right to make a formal complaint.

Complaints should be made in the first instance to the person with immediate responsibility for the client / the case or can be sent to - [rlsuk@gmail.com](mailto:rlsuk@gmail.com)

### **When a Complaint is Made**

- a. The recipient of the complaint, must within 24 hours of the complaint complete a Complaint Report (Annex 1) and forward it to the RLS Legal Director (at [isaac.shaffer@refugeelegalsupport.org](mailto:isaac.shaffer@refugeelegalsupport.org) ) identifying in the subject line that the email concerns a complaint.
- b. The RLS Legal Director will within 48 hours write to the client / the person making the complaint confirming the Complaints Procedure has been initiated and informing them of what will happen next, the name and contact details of the person who will investigate the complaint and the time scale within which it will happen.
- c. At this stage it is essential that the exact terms of the complaint are clarified, either in writing, or if necessary by a personal attendance with an interpreter (if appropriate).
- d. Once the exact terms of the complaint have been established, the person investigating the complaint will seek the views of the individual against whom the complaint has been made.
- e. If appropriate the views of the person about whom the complaint has been made will be put to the person making the complaint at this stage for comment.
- f. The process for investigating the complaint is to be completed within a period of 8 weeks from the initial notification of the complaint to RLS.

### **2. Once the Complaint has been Investigated**

- a. The person making the complaint will be notified as to the outcome of the

investigation and the view of RLS as to the well-foundedness of the complaint.

- b. If the complaint has been found to be well founded, consideration will be given to the appropriate steps to be taken to rectify any damage caused. The views of the person making the complaint as to what should happen after the complaint has been investigated will be sought. Consideration will be given as to whether the relationship with the client has been irreparably damaged. If so, the client will be offered assistance in obtaining alternative suitable representation.
- c. RLS is unable to make financial compensation in respect of complaints which are concluded to be well founded.

## Annex 1

### Complaint Report

*To be filled by the recipient of the complaint:*

- Date:
- Report completed by: (name and position within RLS)
- Complaint submitted by: (file ref & full name)
- Date of submission of complaint:
- Lawyer with conduct of case:
- Complaint is against: (name and position within RLS)
- Description of complaint and any relevant attachments:
- Actions taken by reporter and reference to relevant documents:
- Any other relevant information and dates:

*To be filled by the RLS Legal Director / reviewer of the complaint report*

- Reviewer:
- Actions taken after report was submitted: (dates + actions)
- Current status of complaint:
- Date of closure of complaint file: