



Complaints Policy and Procedure

Previous Review	July 2024
Last Updated	November 2025
Policy Type	Other
Review Frequency	Every 3 Years
Next Review Date	November 2028
Staff Responsible	Marilena Ward, Guy Kingham
Approved By	Adie Batchelor (for RMF Trustees)

The Russell Martin Foundation (RMF)

Complaints Policy and Procedure

1. Introduction

- a) The Russell Martin Foundation (RMF) aims to provide a professional and approachable service for members of the public, customers and all service users who need help, advice and information relating to any aspect of RMF's activities. RMF works hard to ensure that a high level of customer service is provided by all of our employees at all times.
- b) If our customers, members or service users have cause to complain, or if things do not go as well as hoped, please speak to our staff immediately so we can work to remedy your concerns quickly.
- c) We try to ensure that all complaints are:
 - i. listened to and investigated thoroughly,
 - ii. dealt with consistently,
 - iii. dealt with in an appropriate, fair and timely manner, and
 - iv. learnt from.

2. How to Let Us Know About Your Complaint

- a) We want to help put things right and there are different ways in which you can tell us about your complaint – please choose the right one for you.
- b) Wherever possible please tell the member of RMF staff present at the time so that your concern or complaint can be acted upon and resolved immediately.
- c) If speaking to our staff at the time has not been possible, or if you still have a concern or a complaint, please contact us as soon as possible by:
 - i. Post: The Russell Martin Foundation, Bank House, Southwick Square, Southwick, W. Sussex, BN42 4FN
OR
 - ii. Telephone: 01273 591364
OR
 - iii. Email: info@rmfoundation.co.uk
- d) Office hours are Monday to Friday, 9am to 5pm.

3. How We Will Respond to Your Complaint

- a) We will acknowledge your complaint within 3 working days of receipt and send you a formal response within 21 working days. RMF will attempt to resolve all justifiable complaints within this timescale however, if this cannot be done, RMF will update you on the progress of your complaint.
- b) If you are not happy with the response you receive, you have the option of taking the complaint to RMF's Chief Executive after 28 days if you are dissatisfied with progress made.
- c) If after that you remain dissatisfied with our response you can contact the Charity Commission: www.charitycommission.gov.uk for advice.

4. Staff Conduct

RMF staff will conduct themselves in a courteous and responsive manner in all dealings with customers and service users. RMF is committed to treating all persons equally.

5. Disciplinary Action

RMF has an employee Disciplinary Policy. If a complaint results in RMF taking disciplinary action against an employee, please note that the complainant will not be informed of the outcome.

6. Equality

- a) Our commitment to promoting equality and inclusion applies to all areas of our work, including employment practices and service provision.
- b) RMF are fully aware of and comply with their responsibilities under the Equality Act 2010, to ensure that no unlawful discrimination occurs on the grounds of Protected Characteristics. Discrimination refers to unfavourable treatment on the basis of 'Protected Characteristics', as defined under the Equality Act 2010, both at work and also in access to goods, facilities and services. RMF is committed to promoting equality and social inclusion. RMF recognise that certain groups and communities remain marginalised, in terms of equality of opportunities and social outcomes. Equality legislation exists both to protect people, and to try and advance equality and inclusion. RMF recognise that diversity and the promotion of inclusive and equality practices will help to overcome this disparity.
- c) RMF also has an Equal Opportunities and Discrimination Policy which helps us to ensure that key marginalised groups are engaged with and included in our programmes. RMF's Equal Opportunities and Discrimination Policy is available on RMF's website or by emailing info@rmfoundation.co.uk

7. Safeguarding Children and Young People and Adults at Risk

RMF is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. RMF's Child Protection & Safeguarding Policy and RMF's Safeguarding Adults at Risk Policy are available on the RMF website at www.russellmartinfoundation.co.uk or by emailing info@rmfoundation.co.uk

8. Your Personal Information

Please note that details of all complaints are recorded and stored in line with RMF's Data Protection Policy. If you use this complaints procedure you are agreeing that we can use the personal information that you send us for the purposes connected solely to your complaint.

9. Privacy and Data Protection Policy

RMF's Privacy Policy is available at www.russellmartinfoundation.co.uk. RMF's Data Protection Policy is available on request by emailing info@rmfoundation.co.uk

10. Policy and Review

The policy will be reviewed and approved by RMF Senior Management Team and the RMF Board of Trustees every three years or sooner if required, e.g., if there are changes in legislation, or recommended changes to improve best practice.