

Community Sponsorship Scheme

Complaints Policy for Families

Purpose

This policy aims to ensure:

- Families know how to make a complaint
- The process is easy to follow
- There is a thorough investigation
- The complaint is swiftly resolved and lessons learned

What Is A Complaint?

An expression of dissatisfaction, whether justified or not, about one or more aspects of the way in which the family has been supported.

Who Can Make a Complaint?

This policy covers complaints made by members of the resettled family only.

What Methods Can Be Used?

Family members can make a verbal complaint, in person or over the phone, as well as a complaint by text, e-mail or letter.

How Are Complaints Handled?

All complaints are treated seriously and handled in strictest confidence.

How Should A Complaint Be Made?

A complaint in person, or by phone or text, should be made to the group's Project Lead in the first instance. If your complaint is about the Project Lead, please call **<Name of Lead Sponsor>** on **<XXXXXXXXXX>** and ask for the Community Sponsorship Coordinator.

- E-Mail Complaint – Please e-mail details of your complaint to:
<XXXXXXXXXX@XXXXXXXX>
- Letter of Complaint - Please send details of your complaint to:

<Name of Lead Sponsor>

CS Complaints

<Address of Lead Sponsor>

Responding To A Complaint

For complaints in person, by phone or text, detailed notes will be taken and passed to **<Name of Lead Sponsor>** the same day. Any text messages will be retained until the complaint has been fully resolved.

Complaints by e-mail or letter will be passed to the Community Sponsorship Coordinator or their deputy, one of whom will call you within five working days to discuss.

You will receive a follow-up e-mail or letter within three working days, confirming who has been assigned to handle your complaint, details of next steps and timescales.

Resolving A Complaint

You will normally receive a formal response to your complaint within fifteen working days, giving details of how the matter was investigated, the outcome and any remedial actions to be taken.

If you are not satisfied with the outcome you have the right to appeal.

How To Appeal

Please write to us giving details of why you are not satisfied and your preferred resolution. The address to write to is:

<Name of Lead Sponsor>

CS Appeals

<Address of Lead Sponsor>

Responding To An Appeal

A senior manager will handle your appeal and reply by letter or e-mail within five working days.

You will receive a formal response to your appeal within fifteen working days, giving details of how the matter was investigated, the outcome and any remedial actions taken.

In the event of an appeal, the Home Office will be notified of the complaint and appeal, how the matter was investigated and the outcome.

Language Translation

You will have been provided with a translation copy of this policy in your own language. Interpreting and language translation will also be used wherever necessary throughout the complaints or appeals process.

Learning Lessons

<Name of Lead Sponsor> is committed to learning lessons and improving standards, in light of experience. Your complaint will form part of an ongoing review of Community Sponsorship, with any lessons learned helping to shape improvements in the support provided to families by our staff and volunteers.

Thank you for bringing the matter to our attention.