



Refugee Action Colchester

Helping refugees at home and abroad

Refugee Action Colchester
Complaints Procedure.

As a group Refugee Action Colchester are committed to providing the best support and advice to all of our clients. When something goes wrong with this we need our customers to let us know in order for us to improve our standards.

If you have a complaint, please contact us with details outlining the issue.

What will happen next?

1. We will send you an acknowledgement of your complaint once we have received it.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Chairperson of the group, who will review your matter.
3. The Chairperson will then invite you to a meeting to discuss and hopefully resolve your complaint. This will normally be within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, The Chairperson will contact you to confirm what took place and any solutions that have been agreed with you.
5. If you do not want a meeting or it is not possible, the Chairperson will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a review of the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

