



General Complaints Policy

Rainbow Migration is committed to running high quality service. We welcome feedback from individuals, intermediaries, charities and anyone who works with us on all aspects of our services so we can improve our work. We also welcome complaints so we can rectify any wrongdoings or misunderstandings.

The objectives of this policy are:

- Ensure all parties know how to complain or provide feedback, and how a complaint will be handled
- Provide individuals with a fair and effective way to complain
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear timeframes
- Ensure that complaints are monitored and used to improve our services and organisation
- Ensure that we are transparent about the process and communicate with the individual who made the complaint.

Complaints are confidential and, initially, will only be seen by the Executive Director and/or a Trustee. However, if a complaint is made against a member of staff, we will need to inform the individual that there has been a complaint as part of any investigation.

Complaints can be made about any Rainbow Migration service, member of staff, trustee or volunteer.

If you have a complaint specifically about the following, please refer to the relevant policy:

- Complaints about legal advice received from Rainbow Migration, please refer to our Legal Advice Complaints Policy.
- Complaints about Rainbow Migration's fundraising activities, please refer to our Fundraising Complaints Procedure.

This policy is not intended to deal with Rainbow Migration failing to keep someone safe from harm (known as safeguarding) and should not be used to raise a safeguarding issue. Please refer to Rainbow Migration's Safeguarding Policy and/or [Policy for Fundraising Communications with Vulnerable Supporters](#)¹ instead. If your complaint seems to include safeguarding issues, we will deal with those as a priority under our Safeguarding Policy.

¹ Forthcoming

Rainbow Migration will inform all new service users of the existence of this policy and make it available on our website.

1 Definitions

Rainbow Migration's definition of a complaint is "any expression of client dissatisfaction, however it is expressed".

This means that a complaint need not include the word "complain" in it, and might be presented in writing, over the telephone or in person.

Examples of a complaint might include (but are not limited to):

- Failure to provide a service or an acceptable standard of service
- Delay in providing a service
- A mistake in the way Rainbow Migration has provided a service
- Failure to act in an appropriate way
- Discrimination against you.

2 Complaints procedure

This process will help Rainbow Migration understand what has happened and to respond appropriately. Please see the Complaints Form and the Complaints Appeal Form in the appendices to see the templates that we use.

We encourage people to raise concerns immediately, if appropriate, before making an official complaint. It may be the issue can be resolved.

Stage 1: Making a complaint

A complaint can be made in person, by telephone, by email or by filling out the complaints form available on our [website](#). A complaint should ideally be made within three months. Complaints made outside of this period may still be considered if it is possible to do so fairly.

Send your complaint to the Executive Director at:

Email: complaints@rainbowmigration.org.uk

Or

By post: Private & Confidential
Leila Zadeh
Rainbow Migration
17 Oval Way, London SE11 5RR

If your complaint relates to the Executive Director, please email Rainbow Migration's Chair of Trustees at chair@rainbowmigration.org.uk

Stage 2: Review by the Executive Director (or Chair of Trustees)

The Executive Director (or Chair) will log your complaint, acknowledge it within 5 working days, and carry out an investigation. We aim to investigate your complaint properly and reply within 20 working days. If that is not possible, an interim response will be sent to you.

If you are not satisfied with the response to your complaint, you can request that Rainbow Migration reconsiders it. You should aim to do this within 20 working days of receiving the response.

Further consideration by Rainbow Migration's Board of Trustees

If you feel that the issue has not been satisfactorily resolved, you may appeal and request a further consideration under the direction of Rainbow Migration's Board of Trustees. The appeal form is in the annex of this policy. Requests made after 20 working days may still be considered if it is possible to do so fairly, especially if there are reasons why you could not make the request earlier.

The Board of Trustees will nominate someone to carry out any necessary further investigation or reconsiderations and make recommendations. If our Chair of Trustees originally dealt with your complaint, the investigation will not be conducted by them. The Board of Trustees will then make a decision based on the findings of the investigation.

The decision of the Board will be confirmed to you in writing.

3 Monitoring

Complaints are important as they allow Rainbow Migration to learn about the services it provides and how it may improve them. The following data will be monitored:

- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt

These will be compiled quarterly and shared with the Board of Trustees for review.

Version	Date
First adopted	2004
Previous version(s) approved	2004, 21 April 2021
This version approved	7 November 2024
Next review due	November 2027
Updated with the new organisation name and re-formatted	13 July 2021

Appendix 1: Complaints Form

Your name/the name of the person you are submitting this form on behalf of:

First name Last name

Your/their preferred contact details:

Can we make contact by text message and/or leave you a voicemail message?

Yes No

If you wish to complain about Rainbow Migration, please fill in the following and return the form to us.

Email: complaints@rainbowmigration.org.uk

If your complaint relates to the Executive Director, please email Rainbow Migration's Chair of Trustees at chair@rainbowmigration.org.uk

Or

By post: Private & Confidential
Leila Zadeh
Rainbow Migration
17 Oval Way, London SE11 5RR

If the incident was more than 3 months ago, please explain why you are making a complaint now:

Please tell us the details of your complaint, including time, date and who was involved:

Date of incident:	<input type="text"/>	Time of incident:	<input type="text"/>
<input type="text"/>			

Please tell us what you feel should/should not have happened:

Please tell us what you would like us to do now:

Thank you for completing this form. We will acknowledge receipt of your complaint within 5 working days. We aim to investigate your complaint properly and reply within 20 working days.

Your privacy and data protection

In order to provide our services, Rainbow Migration needs to record and store personal information (data) about clients and others who are in contact with us about our services. Rainbow Migration is registered as a “controller of personal data” under the Data Protection Act 2018 with the Information Commissioner.

If you make a complaint, Rainbow Migration will need to record information you provide to us, and any information obtained by us during any investigation and response to you. That information will need to be kept by us for at least for as long as it takes to complete our complaints process. Records about complaints will normally be kept by us for 6 years after the complaint is concluded. Rainbow Migration keeps all personal information that it holds safely and securely, and does not share that information with anyone else or any other organisation without consent (unless we must share it, for example because someone is at risk of serious harm).

You have a right to request access to the personal information that we hold about you and you have other rights to protect your information. More details are available from any member of Rainbow Migration staff or on our website privacy policy.

Appendix 2: Appeal Form

Your name/the name of the person you are submitting this form on behalf of:

First name

Last name

Your/their preferred contact details:

Can we make contact by text message and/or leave you a voicemail message?

Yes No

If you feel that the issue has not been satisfactorily resolved, you may appeal and request an investigation be conducted under the direction of Rainbow Migration's Board of Trustees.

Please fill in the following form and return the form to us.

Email: complaints@rainbowmigration.org.uk

If your complaint relates to the Executive Director, please email Rainbow Migration's Chair of Trustees at chair@rainbowmigration.org.uk

Brief details of initial complaint:

Please tell us why you feel your complaint was not dealt with appropriately:

If the complaint was more than 3 months ago, please explain why you are making an appeal now?

Resolution details and outcome (To be completed by the person that the Board of Trustees nominates to carry out the investigation):

Thank you for completing this form.

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