

# ARC EXTERNAL COMPLAINTS PROCEDURE



The Association for Real Change (ARC) views complaints as opportunities to learn and improve for the future, as well as a chance to put things right for the person, or organisation, making the complaint. All contacts regarding complaints will be treated as urgent and confidential.

If a person wishes to make a complaint about ARC, this can be received by any member of ARC staff in person, by phone, via email or by post. If using email or post, please see the attached "ARC External Complaint Form" which you may wish to use. Complaints made by email should be sent to [contact.us@arcuk.org.uk](mailto:contact.us@arcuk.org.uk). To make a complaint by phone or post please see the details below for the relevant office:

<b>ARC UK</b>	ARC House, 10a Marsden Street, Chesterfield S40 1JY Telephone: 01246 555043
<b>ARC England</b>	ARC House, 10a Marsden Street, Chesterfield S40 1JY Telephone: 01246 555043
<b>ARC Scotland</b>	Unit 12, Hardengreen Business Centre, Eskbank, Dalkeith EH22 3NX Telephone: 0131 663 4444
<b>ARC Northern Ireland</b>	Wildflower Way, Boucher Road, Belfast BT12 6TA Telephone: 0289 0380960
<b>ARC Cymru</b>	ARC House, 10a Marsden Street, Chesterfield S40 1JY Telephone: 01246 555043

## PROCEDURE

### Stage 1 – Complaint

Once the complaint has been officially received by ARC, it will be given due consideration and the organisation will respond to the complainant within 10 working days.

### Stage 2 - Appeal

If the complainant is dissatisfied with the response from ARC, they should lodge an appeal within 10 working days of the date of the response. An appropriate Appeal Panel will be convened and will consider the appeal and respond in writing to the complainant within 10 working days of the appeal date. The decision of the Appeal Panel will be final.

N.B. An individual may withdraw their complaint orally or in writing at any time. If the withdrawal is made orally, a record of the conversation will be completed by ARC and emailed to the complainant for their records.

# ARC EXTERNAL COMPLAINT FORM



Name:	_____	Date:	_____
Relationship to ARC	_____		
	<i>(e.g. Member, Associate Trainer, Conference Delegate)</i>		
Organisation:	_____		
Work Address:	_____		
Phone number:	_____	Email*:	_____
<i>*All of ARC's correspondence regarding your complaint will be via email so please provide an email address you are content for us to use.</i>			

## Details of Complaint *(more space may be used if needed)*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

### *For completion by ARC*

Date received by ARC: \_\_\_\_\_

Director responsible: \_\_\_\_\_

Director's email address: \_\_\_\_\_