

How to complain Association for Real Change (ARC)

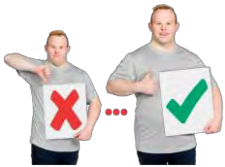


**How we look into what
happened.**



How long it takes.

Complaints about the Association for Real Change (ARC)



Complaints help us learn and make things better.



Please talk to ARC staff if you feel unhappy with ARC. This can help us sort out problems quickly.



If you are still unhappy you can make a formal complaint.



We can support you to complain using an advocate. Or you can get help from friends, family, staff or carers.

An **advocate** is someone who speaks up for you. They help you to say what you want to say.



All complaints to ARC are **confidential**. This means we do not share information with people who do not need to know.



All complaints can be made and answered in a way that works best for you. For example, by phone, email or letter.

Let us know the best way to communicate with you.

How to make a complaint

You can make a complaint to our staff



- face to face
- by phone



- by email or
- by post.



Our **complaint form** can help you to complain.

If you complain face to face or by phone we will fill in a complaint form for you. We use the information you give us. We will send you a copy.

What happens next



The Country Director tells you when they have your complaint

This happens in 5 working days or faster.

Working days are Monday, Tuesday, Wednesday, Thursday and Friday.



The Country Director answers your complaint

This happens in 20 working days or faster.

The answer will say

- what was found out
- if something went wrong and
- what will be done do to make things better.



What to do if you are still not happy



1. Make an appeal

An **appeal** is when you ask for your complaint to be looked at again. You have a right to appeal a decision you think is unfair or wrong.

Appeal Form

Your name

Address

Phone

You can appeal by filling in our appeal form.



When you get an answer to your complaint you have 10 working days to make an appeal.



A group of people called an **Appeal Panel** will look at your complaint. The appeal panel work for ARC but will not be from the country team you complain about.



The Appeal Panel will answer your appeal in 10 working days or faster.

The decision they make will not change.



2. Complain to a regulatory body

Regulatory bodies make sure organisations do their jobs well. They will have information about how to complain on their websites.



You can stop your complaint at any time. Just let us know.

Whistleblowing



Whistleblowing is when you share information about things an organisation is doing that break the law.



Tell the ARC Chair, a regulatory body and the police if you think ARC

- has broken the law
- is breaking the law
- or might break the law.



The ARC Chair leads the ARC Board and is responsible for how it is run.



The ARC Chair will ask someone to look into your worries. This person will not work for ARC. They will have the skills and knowledge needed to look into your worries.



The Chair will let you know what they find out and what will be done to make things better.



Contact the Chair by emailing governance@arcuk.org.uk.

Regulatory bodies

Worries about ARC's work with providers



England

The Care Quality Commission (CQC)

www.cqc.org.uk



Scotland

Scottish Social Services Council (SSSC)

www.sssc.uk.com



Northern Ireland

Regulation and Quality Improvement Authority (RQIA)

www.rqia.org.uk

Worries about ARC as a charity



CHARITY COMMISSION
FOR ENGLAND AND WALES

England

The Charities Commission for England and Wales

www.gov.uk/government/organisations/charity-commission



Scotland

OSCR – The Scottish Charity Regulator

www.oscr.org.uk



Northern Ireland

NI Charities Commission

www.charitycommissionni.org.uk

Worries about ARC fundraising activities



The Fundraising Regulator

www.fundraisingregulator.org.uk



Worries about ARC health and safety

The Health and Safety Executive

www.hse.gov.uk

How to contact us



contact.us@arcuk.org.uk



ARC England

ARC England
10a Marsden Street,
Chesterfield
S40 1JY



01246 555043



ARC Scotland

ARC Scotland
Unit 12,
Hardengreen Business Centre,
Eskbank,
Dalkeith
EH22 3NX



0131 663 4444



ARC Northern Ireland

ARC Northern Ireland
Wildflower Way,
Boucher Road,
Belfast
BT12 6TA



0289 038 0960

Complaints Form Association for Real Change (ARC)



Your name



Your address and postcode



Your home telephone number



Your mobile number



Your email address



Date



What is the best way for us to share information with you?



By phone



By email



By post



Other

Please tell us more.



Please give us more information about your complaint.

For example

- Dates and times
- What happened
- Names of ARC staff involved.

Your signature



Date

For completion by ARC

Date received by ARC: _____

Director responsible: _____

Director's email address: _____

Appeal Form Association for Real Change (ARC)



Your name



Your address and postcode



Your home telephone number



Your mobile number



Your email address



Date



What is the best way for us to share information with you?



By phone



By email



By post



Other

Please tell us more.



You have a right to appeal a decision you think is unfair or wrong. Please tell us why you are making this appeal.

For example

- Not enough information was looked at.

Your signature

Your name



Date



For completion by ARC

Date received by ARC: _____

Director responsible: _____

Director's email address: _____