

Complaints Policy

1. Purpose of This Policy

Road Collision Support Foundation (RCSF) is committed to delivering high-quality, ethical, and transparent services. When something goes wrong, we want to know. This policy explains how customers can raise concerns, how we handle complaints, and what they can expect from us throughout the process.

2. Scope

This policy applies to:

- Complaints about our **funding, funding decisions, support, signposting, and information services.**
- Complaints raised by customers, partners, police forces, fellow charities, or any stakeholder interacting with RCSF.

3. What Is a Complaint?

A complaint is any expression of dissatisfaction—whether spoken or written—about:

- The service received
- The conduct of RCSF staff or representatives
- The clarity, accuracy, or timeliness of information provided
- Any perceived failure in our processes, communication, or compliance

4. How to Make a Complaint

Customers can raise a complaint through any of the following channels:

- **Email:** help@rcsf.uk
- **Telephone:** 0800 112 5046
- **Post:** Unit 4B, Boldero Road, Bury St. Edmunds, Suffolk. IP 32 7BS.
- **Online:** www.rcsf.uk/contact-us

We encourage complainants to provide:

- Their name and contact details
- A clear description of the issue
- Any relevant dates, documents, or evidence
- What outcome they are seeking

5. Our Complaints Handling Process

Stage 1: Acknowledgement

We will acknowledge the complaint **within 5 working days** and confirm the next steps.

Stage 2: Investigation

A trained Complaints Officer will:

- Review all relevant information
- Contact the complainant if further details are required
- Liaise with staff or partners involved
- Assess whether regulated or unregulated activity is affected

Stage 3: Response

We will issue a **final response within 8 weeks**, including:

- A summary of the complaint
- Our investigation findings
- Any actions taken or proposed
- Information about further escalation options

If we cannot provide a final response within 8 weeks, we will explain why and confirm when the complainant can expect a resolution.

6. Recording & Monitoring

All complaints are logged and reviewed regularly to:

- Identify trends
- Improve service delivery
- Strengthen compliance
- Enhance partner performance
- Reduce future issues

Senior management receives quarterly reports on complaints and outcomes.

7. Confidentiality & Data Protection

All complaints are handled in accordance with:

- UK GDPR
- Data Protection Act 2018

Information is kept confidential and shared only where necessary to investigate or resolve the complaint.

8. Policy Review

This policy is reviewed **annually** or sooner if required by regulatory changes, operational developments, or feedback from stakeholders.