
The North of England Refugee Service aims to provide services of a high quality to all asylum seekers and refugees. However, for all sorts of reasons, there may be times when, despite our best efforts, things happen which make you want to complain. So we have set up a system which we hope will make it easy for you to comment on our work and for us to put things right.

If you are not happy with the service we have provided, this leaflet describes the procedure for making a formal complaint, and lets you know how we will respond to it.

For example, you may wish to complain:

- ⇒ about how long you had to wait
- ⇒ about our office arrangements
- ⇒ if you feel you have been treated less fairly because of your ethnic origins, race, nationality or for another reason
- ⇒ if you have been treated impolitely
- ⇒ if you are not satisfied with the service you have been given by us

We want to know so that we can do something about it, and get it right the next time.

Please note: Please be aware that we can only deal with complaints up to 3 months after the event to which you are referring.

Our commitment to you

- Your complaints will be dealt with quickly and
-

fairly

- Your complaints will be dealt with in the strictest confidence
- Staff will not investigate complaints about themselves
- An interpreter/translator will be made available to you if needed

How do I complain?

- 1 Contact the worker concerned and discuss the problem with them. It is much better to try to sort out problems with the people involved as quickly as possible. However, if you do not feel comfortable with raising the issue with this person, then please ask to see another member of staff. All staff know you have the right to complain.
- 2 Alternatively you can telephone our offices to talk to someone about your concerns. Please ring **0191 2457301**(Newcastle), **01642 217447** (Middlesbrough), or **0191 510 8685** (Sunderland)
- 3 If things cannot be put right at this time and in this way, then you can write to the Chief Executive Officer using the form on the reverse of this leaflet. Please ask for any help that you may need in completing it.

What happens next?

- 1 Within 3 working days we will acknowledge in writing that we have received your complaint.
- 2 Your complaint will be investigated by a member of staff who has not been involved in the matter before.
- 3 Within 7 working days of acknowledgement you will be advised in writing of the outcome of the investigation.
- 4 If your complaint is not resolved to your satisfaction, then you can write to the Chair of NERS's Board of Directors. S/he will further investigate the matter and respond to you in writing within 7 days of receiving your written complaint. Their response will be the final decision of the North of England Refugee Service.

Once you have completed the complaints form on the reverse, please send it to:

The HR Officer
North of England Refugee Service
2 Friars Street
Newcastle upon Tyne
NE1 4XA

or ask for an envelope, seal it and hand it to our staff.
