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# Friends of Refugees London Complaints Procedure for Clients

Friends of Refugees London (FoRL) is committed to delivering a positive experience for its clients, volunteers, and staff. However, it is possible that challenges will arise and we want to ensure that everyone has access to fair procedures to resolve any issues, so we can deliver the highest standards of conduct and service delivery.

This complaints procedure is for clients seeking to make a complaint about Friends of Refugees London, its services, or any of its representatives.

### If your complaint is about the services provided by Friends of Refugees London

While your befriending partner is the person you will have most contact with, they are not responsible for the type of services that we provide. Please contact one of our trustees or a staff member, because we may be able to resolve your complaint through an informal discussion and agree on a practical solution.

If that doesn’t work, or if you don’t feel comfortable about doing this, you can make a formal complaint (see below) and this will be investigated by our Board of Trustees.

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### If your complaint is about your befriending partner

### We always try to match our clients with an appropriate befriending partner, and our volunteers go through a rigorous application and selection procedure before they are matched with you. However, sometimes problems arise, and the relationship does not always work out. Please contact the trustee or staff member you met during your first contact with your befriending partner. We may be able to resolve your complaint through an informal discussion and agree on a practical solution - for example finding you a different befriending partner.

If that doesn’t work, or if you don’t feel comfortable about doing this, you can make a formal complaint (see below) and this will be investigated by our Board of Trustees.

### How to make a formal complaint

If you wish to make a formal complaint, either about our services or any representative of Friends of Refugees London including your befriending partner, please fill in the complaint form (below) and send it to support@friendsofrefugeeslondon.org.

If you are unable to submit your complaint in writing then you can contact the trustee or staff member you met during your initial meeting with your befriender, using the number they gave you.

Please note that making a formal complaint will have no negative impact on your future treatment.

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# Friends of Refugees London Complaints Form

Please send this form to support@friendsofrefugeeslondon.org

Your name

Your telephone number

Your email address

Please write below about the reason you want to complain, giving as much detail as you can, including the time and date when the problem occurred (if it is one specific problem). Please add extra pages if needed.

Your signature Date

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### What happens next?

When we receive your complaint, we will write to you to let you know that we have received it. We will then investigate your complaint and will write to you about the outcome within 10 working days of receiving your complaint. If you are not satisfied with our response we will provide you with information on what further steps you can take. At all stages we will treat your complaint with the utmost confidentiality.