

Professional conduct procedure

Rites for Girls is committed to ensuring that those who use its services are readily able to access information about how to raise a concern or make a complaint and that the issues raised are dealt with promptly and fairly.

Aim of local resolution

Given that many conflicts arise through miscommunication and given that conflict can quickly escalate without direct communication, it is encouraged that wherever possible, individuals experiencing difficulty communicate their difficulties directly to Rites for Girls or the people involved. Complainants may bring a friend or colleague to any such meeting to support them. The complainant and the person named as the focus of any difficulty, or both parties in any disagreement, will be given appropriate opportunities to express themselves and for their position and feelings to be heard.

The main objective of local resolution is to ensure that complaints are dealt with promptly and satisfactorily by ensuring that we:

- Investigate each complaint thoroughly
- Identify any lessons to be learnt
- Ensure that appropriate remedial actions are taken
- Communicate effectively with the complainant and resolve the matter to the satisfaction of the complainant.

Handling a Complaint

On receipt of a formal complaint the Complaints Manager will:

- Acknowledge a written complaint within ten working days of receipt and give a brief indication of the process and the anticipated time for response.
- Send a copy of the complaint to the relevant director or service lead asking them to advise on the most appropriate way of resolving the complaint, e.g. by a meeting, telephone call or investigation and formal letter.
- Upon receipt of the advice from the department, send a letter to the complainant on behalf of Rites for Girls with either an offer of a meeting or telephone conversation with relevant staff in the department, or confirmation that a formal investigation is underway (again indicating anticipated time for response).

- Include in the response details of any action which is being taken to implement changes in practice and procedure identified as a result of the complaint.
- Ensure copies of the response to the complaint are sent to the relevant staff.
- Be responsible for maintaining secure and accurate records of each complaint.
- Monitor complaints which are reopened to identify whether the initial investigation and response was appropriate or whether new issues have been raised.

Conciliation/mediation - where appropriate, and with the agreement of the complainant, the Complaints Manager may involve an independent conciliator or mediator to try to resolve a complaint.