

Complaints and Concerns Policy and Procedure

1. Definitions

- 1.1. In this document, “Read Easy UK” refers to the Charitable Incorporated Organisation (CIO) whose registered office is at Kenton House, Oxford Street, Moreton-in-Marsh, Gloucestershire, GL56 0LA. (Registration number 1151288). Read Easy UK acts as the umbrella body for Read Easy’s affiliated groups.
- 1.2. ‘Affiliated groups’ means the volunteer-led groups that have affiliated to Read Easy UK by signing an affiliation agreement and by payment of annual affiliation fees.
- 1.3. Where the expression “Read Easy” or “the Organisation” is used, it means the CIO and/or those persons who comprise each affiliated group from time to time.

2. Policy Statement

- 2.1. Read Easy aims to provide high quality services which meet your needs. If we are not getting it right, please let us know.
- 2.2. In order to ensure our services remain at a high and improving standard, we have procedures through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.
- 2.3. The following procedures set out the steps that should be followed in order to resolve any issues as promptly, fairly and informally as possible.
- 2.4. Personal data in relation to complaints will be treated securely in accordance with our Data Protection Policy.

3. Scope of this policy

- 3.1. This policy relates to concerns and complaints raised by individuals or organisations external to Read Easy, in relation to our activities.
- 3.2. Volunteers and staff should raise concerns and complaints using the procedures as detailed in the Volunteer Policy or Staff Handbook respectively.

4. Complaints or concerns relating to a volunteer or Read Easy group

- 4.1. If you are unhappy with an individual, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, please ask to speak to the Team Leader of the affiliated group. Contact details for each group can be found on our website at www.readeasy.org.uk.
- 4.2. Team Leaders of Read Easy groups aim to resolve your complaint or concern within twenty working days. However, if the complaint or concern is more complicated, they will outline action taken to date and provide an update on the next steps.
- 4.3. If you are not satisfied with the response of the affiliated group, or if the complaint or concern relates to the Team Leader, please contact the Head of Regional Operations



by telephone on 01388 435021, via email to info@readeasy.org.uk or by letter to our registered address as shown in paragraph 1.1.

- 4.4. The aim is that Read Easy UK will investigate your complaint fully and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
- 4.5. Should you remain unhappy, you may appeal to the Chair of Trustees via our registered address. Please address this correspondence to “Chair of Trustees, Read Easy UK” and mark as confidential. The Chair of Trustees will then report the matter to the next meeting of the Trustees, which will decide on any further steps, if any, to resolve the situation. Decisions made by the Trustees are final.

5. Complaints or concerns relating to a member of staff or the overall operations of Read Easy UK

- 5.1. If you are unhappy with an individual member of staff, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, or your concern relates to the overall organisation, please contact the Head of Administration and Finance at Read Easy UK. (Exceptions to this as detailed in points 5.3 and 5.4).
- 5.2. The Head of Administration and Finance will consider the matter, seeking advice where appropriate. We aim to resolve your complaint or concern within ten working days. However, if the complaint or concern is more complicated, we will outline action taken to date and provide an update on the next steps within ten working days.
- 5.3. Should your complaint or concern relate to the Head of Administration and Finance you should direct your correspondence to the Chief Executive Officer.
- 5.4. Should your complaint of concern relate to the Chief Executive Officer, you should direct your correspondence to the Chair of Trustees.
- 5.5. Contact can be made by telephone on 01388 435021, via email to info@readeasy.org.uk or by letter to our registered address shown in paragraph 1.1. Please mark such correspondence as Confidential.
- 5.6. The Head of Administration and Finance will consider the matter, seeking advice where appropriate. We aim to resolve your complaint or concern within ten working days. However, if the complaint or concern is more complicated, we will outline action taken to date and provide an update on the next steps within ten working days.
- 5.7. If you are not satisfied with the response of the Head of Administration and Finance, you can escalate your complaint to the Chief Executive Officer.
- 5.8. The Chief Executive will then investigate your complaint and any actions taken to date. They will aim to provide you with a reply within ten working days, setting out how the problem has, or will be, dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
- 5.9. Should you remain unhappy, you may write to the Chair of Trustees via our registered address. Please address this correspondence to “Chair of Trustees, Read Easy UK” and mark as confidential. The Chair of Trustees will then report the matter to the next meeting of the Trustees, which will decide on any further steps, if any, to resolve the



situation. Decisions made by the Trustees are final.

6. Complaining to the Charity Commission and other regulators

- 6.1. Read Easy is committed to dealing with concerns and complaints quickly, fully and fairly and by informal means wherever possible. We aim to provide effective and appropriate responses in order to maintain good relationships with those involved with our activities.
- 6.2. We would kindly request that you contact us directly before complaining to the Charity Commission or other regulators. In many instances, these bodies will require any internal complaints process be exhausted before they are able to review the case.
- 6.3. Exceptions to this are where you suspect illegal activity. Government advice on what you should do should this be the case is available here: [Complain about a charity](#).

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