



How to complain about [Refugee Action's*](#) services

Who is [Refugee Action](#)?

Refugee Action* is an independent charity. We provide a range of services to refugees and asylum seekers. All Refugee Action's* services are confidential.

What if I am not happy with the service [Refugee Action](#)* gave me?

- If you are not happy with our services, please tell us.
- We take complaints very seriously.
- We will improve our services where possible.
- Making a complaint will not stop you getting a service from [Refugee Action](#)*.

How to Complain:

- Speak to a member of staff or phone us. We might be able to resolve the issue immediately, or
- Fill in the complaint form and hand it in to one of our offices or
- Write a letter and send it to: [The Chief Executive, 179 Royce Road, Manchester, M15 5TJ](#) or
- Email it to us at: Complaints@refugee-action.org.uk

Please ask us for an envelope – then you will not need to pay for the cost of posting the letter.

What language can I write in?

You can write in your own language. We will have it translated.

If I complain in writing, what happens next?

- We will respond to you within 10 working days.
- We will tell you how we will deal with the matter.
- We will tell you how long it will take.
- If you write to us in your own language we will reply in it.

Who will investigate my complaint?

- If you complain about a member of staff a more senior staff member will investigate.
- If you complain about one of our services one of our managers will investigate.
- The person who is investigating will collect evidence and may ask you for more information.
- You can ask a friend, a colleague or someone from another organisation to help you.
- If you need an interpreter we will provide one.

What happens after you have looked into my complaint?

When the information has been collected a senior member of staff will decide what action to take. We will then write to you and tell you what we will do.

If [Refugee Action](#)* is responsible for the fault we will send you a full apology. We will tell you how we will put things right.

What happens if I am not satisfied?

You will have 28 days to appeal. We will tell you how to do this when we write to you.

Do I have to give my name?

No, but if you do not we will not be able to contact you to ask you for more information or tell you what we are doing about your complaint. We will still take the complaint seriously and investigate it.