Complaints Procedure

IRARA aims to provide all of its clients and beneficiaries with the highest level of customer service and service delivery. If we fail to do so, you are entitled to inform us in order that we can try to resolve the problem. At IRARA, we value feedback from our customers and stakeholders and take complaints seriously. We are committed to addressing any concerns promptly, fairly, and in accordance with our company policies. This complaints procedure outlines the steps to follow when making a complaint.

1. Contact Information:
   - Name of the organization: IRARA
   - Complaints Contact Person: Richard Davenport
   - Position: Head of Centre of Excellence
   - Email: richard.davenport@irara.org
   - Phone: 01433 0651672

2. Lodging a Complaint: You can lodge a complaint by following one of the methods below:
   - Email: Send an email to the Complaints Contact Person mentioned above, providing a clear
   - description of the complaint.
   - Phone: Call the Complaints Contact Person during working hours and explain the complaint
   - verbally.
   - Written Letter: Address a written complaint to the Complaints Contact Person, clearly stating the details of the complaint.

3. Complaint Acknowledgment: Upon receiving the complaint, we will send an acknowledgment within 3 business days. The acknowledgment will include the date of receipt and a reference number for the complaint.

4. Investigation and Resolution:
   - The complaint will be thoroughly investigated by our designated complaint handling team.
   - We aim to resolve complaints within a reasonable timeframe, typically within 10 business days.
   - If additional information or clarification is required, we may contact you for further details.
   - We will keep you informed of the progress throughout the investigation and resolution process.

5. Communication of Findings: Once the investigation is complete, we will communicate the findings to you in writing, including the outcome of the investigation and any actions taken or proposed to address the complaint.

6. Appeal Process (Optional): If you are not satisfied with the resolution provided, you may request an appeal. To initiate an appeal, please contact the Complaints Contact Person, who will guide you through the process.

7. Confidentiality and Privacy: We will treat all complaints with strict confidentiality. Your personal information will be handled in accordance with our privacy policy and applicable data protection regulations.

8. Continuous Improvement: We value feedback and see complaints as an opportunity to improve our services. Your complaint will be analysed to identify any necessary changes to our policies, procedures, or training programs.

Please note that this complaints procedure is intended as a general guideline. Specific details may vary based on the nature of the complaint and your jurisdiction's regulatory requirements.

We are committed to resolving complaints in a fair and efficient manner. Your feedback is important to us, and we appreciate your cooperation in bringing any concerns to our attention.

This procedure is reviewed regularly to ensure it remains compliant and aligned with best practice.