



**South Essex
Rape & Incest
Crisis Centre**

**Complaint or
compliment**



Contents

Complaint or compliment	2
Making a complaint	5
Contact us	9

Complaint or compliment

SERICC opened in 1984 and covers the areas of Thurrock, Basildon, Brentwood, Harlow & Epping.

As a voluntary organisation and a registered charity, the organisation is confidential and independent from social services, the police and other official agencies.

SERICC provides a service to those who have been raped, sexually assaulted, experienced child sexual abuse, sexual harassment or who have experienced any form of sexually violence or attempted sexual assault at any time in their lives.

You can ring SERICC if something is happening in your life now or if you are having difficulties about something that has happened in the past. You can also phone if you are worried about your child, someone else in your family, or someone you know. If you ring us, we can offer telephone counselling and 'one to one' counselling, emotional support and practical information. We will not tell you what to do or judge your actions.

SERICC seeks to work in ways that demonstrate equality, respect and care and our aim is to be an organisation that is accepting of difference (age, disability, race, faith, sexuality and class) and to be non-judgemental.

We work to provide information and resources that can be used by people to help themselves.

Making a complaint means speaking up about something you do not like or something you are not happy with – making a complaint can be a good way of making things change for the better. *It is OK to complain.* SERICC needs to know if something is wrong with our service so we can try to make the service better. You can complain or compliment about anything to do with the service you receive from SERICC.

You can discuss anything you are unhappy about with SERICC by talking to a staff member who will arrange for you to talk with a senior staff member and we will try to sort the problem out. If the complaint is about a staff member you can discuss it with a SERICC senior staff member.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- where necessary and appropriate, enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is appropriate when it can be achieved. However, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed as outlined below.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Making a complaint

Where a service user has a grievance or complaint they will be asked to put this in writing. No action will be taken unless the complaint is in writing. The letter should include;

- details of the complaint
- date and time of the incident
- details of any witnesses to the incident

If the complainant has literacy difficulties, an advocate can act on their behalf or assist them in making the complaint.

In the event of a complaint being received 3 months after the alleged action or event took place, the complainant must first establish an acceptable reason for delay in order the complaint to be investigated.

The letter should be addressed to the **Chairwoman of the Board of Trustees at SERICC, The Hall, West Street, Grays, Essex. RM17 6LL.**

All specified time limits will be met unless this is not possible due to annual leave; personal ill health, family circumstances etc. and the complainant will be contacted at the earliest possible opportunity.

Formal Complaints Procedure

Stage 1

If you are unable to resolve the issue informally, you should write to the Services Manager or the Director. If your complaint concerns a Trustee of SERICC, rather than a member of staff or other volunteer, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 7 working days of receipt where possible. You should get a response and an explanation within 28 days where possible.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to South Essex Rape & Incest Crisis Centre's Chairperson and ask for your complaint and the response to be reviewed. You can expect the Chairperson to acknowledge your request within 14 working days of receipt as it may need to be forwarded on and a response within 28 days.

South Essex Rape & Incest Crisis Centre's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and

therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from South Essex Rape & Incest Crisis Centre's Chairperson, then you have the option of writing to the Charity Commission at Charity Commission Direct, PO Box 1227, Liverpool, L69 3UG, stating the reason why you are dissatisfied with the outcome. All information on making complaints to the Charity Commission can be found on the Charity Commission's website www.charity-commission.gov.uk in information form CC47.

The Charity Commission will respond usually within 15 working days, either by way of acknowledgment of your complaint, or to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Contact us

SERICC

The Hall

West Street

Grays

Essex RM17 6LL

Tel: 01375 381322

Fax: 01375 387053

Email: sericc@sericc.org.uk

Registered Charity No. 287762



Do you need to talk to someone about

rape or sexual abuse?

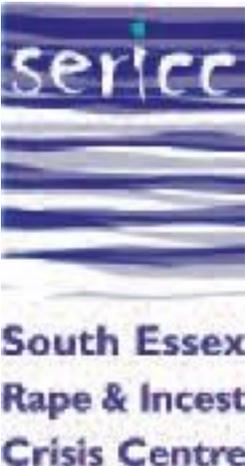
It could have happened a long time ago or more recently.

If you are worried, need support or information, you can call our support & information Line:

**SOUTH ESSEX RAPE
& INCEST CRISIS
CENTRE**

0300 003 7777

www.sericc.org.uk



We offer a confidential services and support for those who have suffered or are suffering sexual violence at any time in their lives.