

External Complaints Procedure

At the Royal Navy and Royal Marines Charity (RNRMC) we aim to deliver high standards in everything we do. However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.

How can you register a complaint?

If you have a complaint, or would like to share a concern, compliment or comment on any aspect of our service, you can contact us in one of the following ways:

- You can call us on 023 9387 1520
- You can email us at theteam@rnrmc.org.uk
- Or you can write to us at:

RNRMC
Building 37
HMS EXCELLENT
Whale Island
Portsmouth
PO2 8ER

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

What happens next?

We endeavour to respond fully and conclusively to all complaints within two weeks. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.

You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

What we will do?

We will work promptly to fix problems, correct mistakes and address concerns in a way that pleases you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome and two heads are better than one.

We will always aim to treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and let you know what to do if you want to escalate your complaint further.

From time to time we receive complaints that do not relate directly to something that the RNRMC has done or that we are not in a position to comment on. We are a charity with limited resources and we must use these in the best way possible.

This can mean not engaging in lengthy debates on issues that are unrelated to the RNRMC's work. There may be rare occasions when we chose not to respond to a complaint at all. These include:

- When a complaint is about something that the RNRMC has no direct connection to, we may choose to reply to clear our name but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to, they will be given escalation points but we may choose not to reply again, we will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can chose whether it is necessary for us to reply or not.
- The RNRMC cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

Who else can help?

We really hope that we will be able to resolve your complaint in an honest, open and satisfactory way. If you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.

The Charity Commission

PO Box 1227

Liverpool

L69 3UG

0845 3000 218

www.charity-commission.gov.uk

Our pledge

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge mistakes that we have made and will sincerely apologise for them and try to prevent them from reoccurring. Thank you for helping us to provide a better service.