

Complaints procedure

At the Work Right Centre, we hold ourselves accountable to high standards. When you interact with us, we want you to feel heard, valued and supported. But, should we fail to meet those standards, we want you to let us know so that we can learn and improve.

How to get in touch with us

You can get in touch with us about a complaint by:

- Calling us on 0300 4000 100. Our lines are open from Monday - Friday, 10AM-5PM. Outside of these hours, you can leave us a message with your contact details, and one of our team will get in touch with you when we're back in the office.
- Sending an email to contact@workrightscentre.org
- Writing to us at Work Rights Centre 379-381 High Road, London NW102JR.

Please include your contact details, such as a telephone number, address or email address, as well as your name, when you get in touch with us.

When handling your complaint, we will always treat you with courtesy and respect, and ask that you do the same for us.

How long we will take to respond

You should receive an initial acknowledgement of your complaint within five working days and we endeavour to respond to all complaints within ten working days. If we anticipate a longer timeframe, we will let you know.

When investigating a complaint, we may need to gather additional information, which we will try to do over the phone, for clear and effective communication. We will then outline any steps we intend to take, so you know what is being done to resolve your concern.

What we do to resolve complaints

When you contact us to make a complaint, please let us know your preferred method of resolving this issue. We want to work with you to make things right, and listening to your suggestions is central to this. Alternatively, we will suggest ways to reach a favourable outcome. Should actions need to be taken on our part, we will keep you updated on their progress and completion.

We may not respond to complaints that:

- Do not have a direct connection to the Work Rights Centre (i.e. they are not related to something we have done).
- Are abusive or offensive, or intended to harass members of our team.

- Are illegible or incoherent.
- Do not contain the contact information we need to respond.
- Have already been received and are either pending or being escalated by the complainant.

Any confidential information contained within your complaint will be handled sensitively.

What to do if you are not satisfied with our response

If you are not satisfied with our response and would like to escalate the matter, you can contact the Charity Commission by calling 0845 3000 218 or writing to them at PO Box 1227, Liverpool, L693UG. More information can be found [on their website](#).

Alternatively, if the complaint is about fundraising, you can contact the Fundraising Regulator by calling 0300 999 3407 or writing to them at 2nd Floor, CAN Mezzanine, 49-51 East Road, London, N1 6AH. More information can be found [on their website](#).

If the complaint is related to advertising, you can contact the Advertising Standards Authority using their [online contact form](#).

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