

COMPLAINT ESCALATION PROCEDURE



Registered Charity Number: 1122480

The Group's handling of all complaints, informal and formal, follows the RDA Complaints Procedure and their timescales in line with RDA values and responsibilities.

{See RDA UK Working Together Code of Conduct}.

Informal resolution between parties should always be attempted first.

The complaint should be addressed in writing and emailed to the BRDA Chairman of the Board via contact@bradbourn-rda.org.uk or a paper version handed to or left in the BRDA office for the BRDA Chairman of the Board, where either the Chairman or designated person will handle the complaint.

If the complaint is about the Group Chairman, then the complaint should be made in writing addressed to the full Board of Trustees and sent to contact@bradbourn-rda.org.uk or a hard copy left in the RDA office.

The RDA South East Region Chairman may also be contacted. Details of how to contact them can be found via <https://www.rda-southeastregion.org.uk/what-we-do/contact-us>.

[The RDA Groups Complaints Policy Flow](#)

[The RDA Groups Complaints Policy](#)

[The RDA Groups Complaints Template](#).

Whistleblowing

RDA is committed to the highest standards of openness, integrity, and accountability.

Volunteers, participants, supporters and others are encouraged to raise serious concerns about any aspect of RDA's work.

The RDA UK Whistleblowing Policy supports and protects those who report concerns, and underpins RDA's zero tolerance of inappropriate behaviour.

Full details of all the RDA UK related policies and procedures are available on the RDA website (which requires a login): [Complaints and whistleblowing - MyRDA](#)