



## **Racial Harassment Forum Brighton & Hove**

### **RHF**

## **Complaints Policy & Procedure**

### **1. Aim**

RHF is committed to providing a quality service and solid support to victims of racial and religious hate incidents and crimes. We commit ourselves to safeguarding the rights and dignity of people who use our services. However, we recognise that people may have complaints about the services they receive. One of the ways in which we can improve our services is by listening to the complaints and responding appropriately.

### **2. We will**

Ensure that:

- Making a complaint is as easy and accessible as possible.

- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with complaints within our Data protection Policy.
- We respond with acknowledgement, explanation, or apology as well as information on action taken etc.

### **3. Responsibilities**

RHF's responsibility will be to:

- Acknowledge the formal complaint in writing within 5 days.
- Respond within a period of 28 days.
- Deal reasonably and sensitively with the complaint; and take action where appropriate.

### **4. Procedure**

- Forward your complaint in writing to the RHF address: **BMECP Centre, 10A Fleet Street, Brighton, BN1 4ZE** or to the RHF official email address: [rhfbandh@gmail.com](mailto:rhfbandh@gmail.com)
- Provide your feedback in writing to RHF Chair to our address: **BMECP Centre, 10A Fleet Street, Brighton, BN1 4ZE.**

Date to be reviewed: 01 October 2025

