

Complaint Form

The Restorative Justice Council (RJC) accepts complaints against RJC trainer providers, practitioners or organisation members. A complaint will only be accepted if the complainant has reason to believe that there has been a breach of:

- a) the RJC Practitioner Code of Practice; and / or
- b) the Restorative Service Standards; and / or
- c) the RJC Code of Practice for trainers and training organisations of Restorative Practice.

Fill in this form to tell us about your complaint.

Please ensure that you meet the grounds for complaint set out in the RJC's complaints policy and procedure (available at: <https://www.restorativejustice.org.uk>) before completing this form.

Your details

Your name	
Your address	
Your telephone number	
Your email	

Details of the person/organisation you are complaining about

I am complaining about	a practitioner a training provider an organisation	(please select)
Their name		
Their address		
Their telephone number		
Their email		
Are they a member of the RJC?	YES	NO (please select)

Information about your complaint

The matter I wish to complain about happened on (insert date – dd/mm/yyyy)	
I raised my complaint with the person/organisation named above on (insert date – dd/mm/yyyy)	
I have received the attached final response to my complaint OR	Yes (please select) No
I have received no response and 28 days have passed since I made my complaint	Yes (please select) No

The complaint

(Please provide a summary of what happened with relevant dates. Please make sure you tell us which RJC rule/requirement you think the person/organisation has broken and why).

Please make sure your complaint does not exceed 500 words. The RJC will not consider any complaints that are longer than 500 words.

<p>I attach the following evidence in support of my complaint</p>	<p><i>Insert details and ensure relevant evidence is emailed to the RJC with this form.</i></p>
<p>I would like to see the following outcome(s) from my complaint</p>	<p><i>Please describe the outcome(s) you would like to achieve following your complaint.</i></p>

Declaration

I understand that by signing and dating this form I:

- a) declare that that contents of this form are true and;
- b) give the RJC permission to contact the person/organisation complained about and show them the contents of this form and any supporting evidence and;
- c) give the RJC permission to contact anyone else necessary to consider my complaint.

Your signature:

Date (dd/mm/yyyy):

Please send the completed complaints form to the RJC standards team at standards@restorativejustice.org.uk

Please note:

The RJC will acknowledge receipt of your complaint within five working days.

Your complaint will be reviewed by the Chief Executive Officer to determine whether the grounds for complaint have been met.