

Guidance on making a complaint to the Restorative Justice Council

This note should be read by anyone wishing to make a complaint to the Restorative Justice Council (RJC) about one of its members. It provides information on when and how to make a complaint.

You can make a complaint to the RJC by completing the [complaint form](#).

Who can complain to the RJC?

Anyone who has evidence that an RJC member has broken an RJC rule or requirement described in one of the following codes of practice:

- The RJC Practitioner Code of Practice; and / or
- The Restorative Service Standards; and / or
- The RJC Code of Practice for trainers and training organisations.

The RJC cannot accept complaints about people who are not members.

When should I complain to the RJC?

Before submitting a complaint we ask that you contact the RJC member directly to try to sort the problem out. Generally complaints are resolved more easily by those who have a direct influence on the situation. Please contact the RJC if:

- You do not receive a response from the member within 28 days of contacting the member; or
- You are unhappy with the response.

You must make your complaint to the RJC within three months of raising the complaint with the RJC member.

What information will the RJC need from you?

In order to make a complaint you must provide:

- Your name, address, telephone number and email address.
- The name, address, telephone number and email address of the member you wish to complain about.
- The date the RJC rule or requirement was broken.
- The date you contacted the RJC member about your complaint.
- The response, if any, you received from the RJC member about your complaint.
- A clear description of what your complaint is about. The description should:
 - Not exceed 500 words.
 - Describe which RJC rule or requirement was broken and why.
 - Provide factual details of your complaint (listing the main events and when they happened).
 - Describe why you think your previous complaint wasn't resolved.
- Any evidence that an RJC rule or requirement was broken, for example:
 - Copies of any letters or emails related to the complaint.
 - Other documents relating to the complaint.
 - Witness statements.

- An explanation of the outcome(s) you expect from your complaint.

What happens next?

If you make a complaint, we will:

- Send you an email, within five working days, to let you know that we've received your complaint (as long as you've provided a valid email address).
- Pass your complaint to the chief executive officer who will decide if the RJC can investigate your complaint. If the complaint:
 - Can be investigated, it will be sent to the ICAE for investigation.
 - Cannot be investigated, we will inform you of the reasons why.

Information on the role of the ICAE is available [here](#).

Who can I contact for more information?

If you would like more information, please contact the standards team on 020 7831 5700 or standards@restorativejustice.org.uk.