

SWINDON HINDU TEMPLE TRUST

(hereinafter referred to as "Trust")



COMPLAINTS POLICY

Swindon Hindu Temple Trust is a Registered Charity (No. 1158603) organisation. Most of the activities and events are organised by the Office Bearers (which comprises of the Trustees and Executive Committee) of the Trust with help of volunteers from amongst its membership and the wider community. Following the main events and activities, the Trust encourages members to give informal and formal feedback.

The Trust recognises that there may be occasions when you are not satisfied with the events and/or activities that you may have participated in or any other aspects of the Trust. We believe that in these circumstances you have the right to complain. If you were not satisfied with your experience and would like to complain, we have a policy and procedure for you to do this.

Swindon Hindu Temple Trust views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Swindon Hindu Temple Trust knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Swindon Hindu Temple Trust.

Where Complaints Come From

Complaints may come from any person who has a legitimate interest in Swindon Hindu Temple Trust e.g. clients, members, donors.

A complaint can be received by email or in writing.

This policy does not cover complaints from staff, or Office Bearers who should use the Trust's Discipline and Grievance mechanisms.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Trustees of the Trust.

Review

This policy is reviewed regularly and updated as required.

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Version 1.1

Updated on: 21/08/2021

Complaints Procedure of Swindon Hindu Temple Trust

Publicised Contact Details for Complaints:

Written complaints may be sent to:

Swindon Hindu Temple Trust at 103 Darby Close, Cheney Manor Industrial Estate, Swindon SN2 2PW or by e-mail at swindonhindutemple@gmail.com.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Trustees within 1 week.

If the complaint has not already been resolved, a set of a nominated Office Bearers will be delegated to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 2 weeks. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Trustees to consider accordingly.

The request for Board level review should be acknowledged within 2 weeks of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.