



SGSS05 Complaints Procedure

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Introduction

This policy sets out the procedures for dealing with complaints about Gurdwara Sri Guru Singh Sabha (SGSS) Hounslow, its employees, volunteers, services or activities. The charity SGSS is committed to providing high-quality services and activities and is committed to resolving any complaints in a prompt, fair and effective manner.

Scope

This policy applies to all individuals who use the services or participate in the activities provided by SGSS, including but not limited to beneficiaries, participants, volunteers, employees and other stakeholders.

Definition of a complaint

A complaint expresses dissatisfaction, whether justified or not, about any aspect of SGSS's charity services, activities, Trustees, employees or volunteers.

Making a complaint

Any individual who wishes to make a complaint can do so by:

- ☞ Contacting SGSS by email (khalsa@sgss.org) or post (SGSS, Alice Way, Hounslow, TW3 3UD);
A complaints/suggestion deposit box is also available at the entrance of the Main building by the Fire panel:
Phone call complaints are discouraged as they are not auditable.
- ☞ The complainant should also provide their contact details.

Time limit for making a complaint

Complaints should be made as soon as possible after the event or issue giving rise to the complaint. SGSS reserves the right not to consider complaints received more than 6 months after the event or issue giving rise to the complaint.

Confidentiality and data protection

All complaints and information relating to complaints will be handled according to the Charity's GDPR and data management policy.

Investigating a complaint

SGSS will acknowledge receipt of a complaint within 5 working days. The complaint will then be investigated by an independent person, a senior member of staff or a designated complaints manager, who will aim to resolve the complaint within 28 days. If the complaint cannot be resolved within this timescale, the individual making the complaint will be informed of the reason for the delay and when a resolution can be expected.

Outcome of investigation

The outcome of the investigation will be communicated to the individual making the complaint in writing, including any steps taken to resolve the complaint and any action taken to prevent similar incidents from occurring.

Appeal

If the individual making the complaint is dissatisfied with the outcome of the investigation, they have the right to appeal the decision. The appeal should be made in writing within 14 days of receipt of the outcome of the investigation, and a senior member of Charity or staff who was not involved in the initial investigation will review the complaint. The outcome of the appeal will be communicated to the individual making the complaint in writing.

Relevant UK Legislation and Guidance

This policy and procedure is in accordance with the relevant UK legislation, including but not limited to the Equality Act 2010 and the Data Protection Act 2018, and any relevant guidance issued by the Charity Commission.

Review

This policy and procedure will be reviewed annually by SGSS's Trustees to ensure it remains effective and relevant.