

**SLG CHARITABLE TRUST LIMITED (the charity)**  
**Registered charity number 261722**

**COMPLAINTS HANDLING - POLICY AND PROCEDURES**

**GENERAL PRINCIPLES**

- In order for complaints to be managed effectively, care should be taken to ensure that all trustees, staff and volunteers are aware of the procedures for managing complaints and about their role in those procedures.
- The policy and procedures should be easily accessible whenever required. A copy of this document should be kept in the Company Secretary's Office and online at [www.slg.org.uk/complaints-policy](http://www.slg.org.uk/complaints-policy).
- The policy and procedures should be reviewed annually by the board. Any complaints which are made should be treated as confidential, unless the Board resolves that it is in the best interests of the charity or a legal obligation to do otherwise.
- Complainants should be treated with understanding and respect, as should the person(s), if any, against whom the complaint is made.
- This policy is not intended to cover employment related matters, for which there are specific policies and procedures. An employee may complain using this policy, but if the complaint is employment related, it is likely in most cases that the policies relating to employment will be more appropriate.

**POLICY**

The objects of the charity are the advancement of the Christian religion and other charitable work carried on for the time being by the Community of the Sisters of the Love of God. The trustees wish to ensure that this work can be carried on without hindrance and are therefore committed to resolving any complaint which may arise in relation to the charity and its activities as soon as reasonably practicable. In the interests of fairness and consistency, the trustees and staff will therefore seek to follow the procedures set out below.

## **PROCEDURES**

### **GENERAL**

All trustees and staff will so far as possible work together to ensure that:-

- Any complaint is recognised as a complaint.
- All staff and trustees receive appropriate training in complaints handling.
- All those involved in complaints and their management receive support.
- The complaints procedure is accessible to those who may want to use it.
- Complaints are managed effectively.
- The charity benefits by learning from complaints.

### **TO WHOM SHOULD A COMPLAINT BE ADDRESSED?**

- Complaints may be made verbally or in writing.
- In the first instance, complaints may be made to the Head of Finance and Governance or the Reverend Mother.
- The initial recipient (or the board, when engaged) should consider whether any legal advice should be sought.

### **TIMESCALE**

All complaints should be dealt with promptly and without undue or unnecessary delay. When a complaint is initially received, a written acknowledgement should be given to the complainant as soon as possible, and a more substantive written response should follow within 14 days.

### **ACTION TO BE TAKEN WHEN A COMPLAINT IS RECEIVED**

- The recipient of the complaint should make a full note of the complaint and keep this in the Complaints Register.
- The recipient should, at their discretion, seek to resolve the complaint within the timescale above.
- The recipient may, at their discretion, decide the complaint is not of sufficient merit to progress further. The complainant should be notified of this in writing.
- If the matter complained of involves possible criminal activity, the board of trustees should be informed within 24 hours. Professional advice

should be sought by the trustees (or their delegated representative) about possible referral to the Police, and about who should take responsibility for that decision.

- If either the complainant or recipient is not satisfied that the complaint has been satisfactorily resolved, either may refer the matter to the board of trustees.
- The trustees should consider the matter at their next scheduled board meeting or, if the matter merits swifter action, convene a special meeting to consider it.
- If the matter is not resolved to the satisfaction of the complainant or recipient / board, it may be referred to Bishop Visitor or their appointed representative.
- The recipient or the board may at any time decide whether it is appropriate for the complainant to meet with them to discuss the matter or whether the matter can be dealt with without doing so.

#### **FOLLOW UP ACTION**

The board of trustees is responsible for ensuring that:-

- Any follow up action is properly implemented.
- The outcome of the complaints process is conveyed in writing to the complainant.
- The board considers whether any lessons may be learnt and whether it would be appropriate to take any action to avoid a recurrence of the incident that led to the complaint.
- Details of the complaint and its outcome are properly noted within the Complaints Register.

Signed: Clare-Louise Marriott  
Chairman of the Board of Management  
[Reverend Mother: Sister Clare-Louise SLG]

Date: 7<sup>th</sup> August 2017