



Equipping women, children and families
in India to discover a brighter future.

Friends of Calcutta Cathedral Relief Service (“the Charity”)

Complaints Policy

Charity Commission No: 2663022
Inland Revenue No XN33280

1. Definitions:

1.1 For the purposes of this policy, a **concern** is defined as ‘an expression of worry or doubt over an issue considered to be important for which assurances are sought’

1.2 For the purposes of this policy, a **complaint** is defined as ‘an expression of dissatisfaction, however made, about actions taken or lack of action.’ This complaint may be about the Friends, its trustees, or its services.

2. Introduction

2.1 The Charity takes any concern or complaint seriously and will make every effort to resolve matters as quickly as possible.

2.2 Many issues can be resolved informally, without need to use the formal steps of the complaint procedure. Anyone who has a concern or a complaint is encouraged to talk to a trustee, who will aim to resolve the problem through discussion, and by providing any necessary assurances. Should you consider that the concern or complaint has not been satisfactorily dealt with, then you should follow the complaints procedure described below.

2.3 As an alternative to the procedure set out in this document, or if it is felt that an issue has not been dealt with satisfactorily, a complaint can be made to the Charity Commission. See <https://www.gov.uk/complain-about-charity>

3. Our Aims:

The Charity will ensure that:

- Concerns are listened to and addressed
- Complaints are dealt with impartially and in a non-adversarial way;
- A full and fair investigation takes place, by an independent panel if necessary;

- The investigation addresses all the points at issue, and provides an effective response and appropriate address, where necessary;
- Confidentiality is respected;
- Any identified actions, following the outcome of an investigation, are completed and the Charity will reflect on its practice in order to avoid similar complaints in future.

4. Making a Complaint:

4.1 Anyone may make a complaint. All complaints will be treated seriously whether made in person, by telephone, by letter, or by email. Complaints will be dealt with promptly, politely, and with respect.

4.2 If you have a complaint, you must notify it to a trustee of the Charity within three months of the incident, or where a series of related incidents have occurred, within three months of the last of these incidents.

4.2 Complaints will be taken in person, in writing, or by telephone by a trustee. Formal complaints should be written down in as much detail as possible.

4.3 When a complaint is received, it will be acknowledged in writing (by letter or e mail) within five working days. A formal written response will be given within 30 days of the receipt of the complaint.

5. The Procedure:

5.1 In the first instance, you should talk to a trustee, who will aim to resolve the complaint through discussion.

5.2 If the problem is not resolved to your satisfaction, you should then contact the Chair of the trustees, outlining the concerns you have and what action/outcomes you think might resolve the issue. The Chair will try to resolve your complaint by discussion.

5.3 If you feel your complaint has not been resolved to your satisfaction, you will be asked to make a formal complaint, in writing. The Chair will investigate the complaint and provide a written response as soon as possible.

5.4 Should the complaint/problem still not be resolved to your satisfaction, you can appeal against the outcome above, by writing to the Chair of Trustees. Your letter will need to set out why you remain unhappy and what you wish to see happen.

5.5 Upon receipt, your complaint will be acknowledged in writing. The Chair will appoint an independent appeal panel of three people to consider your complaint and investigate as appropriate. The Chair will let you have the decision of the appeal.

5.6 If the complaint/problem is still unresolved to your satisfaction, you can refer the matter to the Charity Commission.

Adopted: 26 April 2018

Reviewed and approved: 9 March 2026