

Charles Wallace India Trust - General Complaints Policy

Charles Wallace India Trust (CWIT) views complaints as an opportunity to learn from and improve for the future, as well as a chance to put things right for the person or organisation making 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 (the complainant)
- To publicise the existence of our complaints procedure on the website so that people know how to contact us to make a complaint
- To make sure that Trustees and the Secretary know 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 CWIT's work.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in CWIT including grantees, alumni, partner organisations, freelancers and members of the public.

A complaint may be received verbally, by phone, by email or in writing.

Confidentiality

All complaints will be handled sensitively and in confidence, 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 Secretary and the Trustees.

Complaints Procedure

How to send us a complaint:

Written complaints may be sent to CWIT by e-mail at info@charleswallaceindiatrust.com

Verbal complaints may be made by phone (please arrange a time to speak to the Secretary via info@charleswallaceindiatrust.com). If you are in London, you can also arrange an in-person meeting with the Secretary or the trustees.

How we will deal with your complaint:

All complaints received by email, telephone or in person will be recorded by the Secretary.

The Secretary will:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to CWIT (for example: grantee, alumni, partner organisation)
- Tell the complainant that we have a complaints procedure and offer to send it to them
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in their own words.

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 the Secretary, they may be able to resolve it swiftly and should do so if possible.

Whether or not the complaint has been resolved, the details of the complaint will be passed to the Chair within 2 working days.

On receiving the complaint, the Secretary will record it in the complaints log. If it has not already been resolved, the Secretary or a Trustee will investigate it and take appropriate action.

We will aim to acknowledge your complaint within a week. The acknowledgement will tell you who is dealing with the complaint and when you can expect a reply.

We aim to send you a definitive response to your complaint within two weeks. If this is not possible because for example, an investigation has not been fully completed, we will send you a progress report with an indication of when a full response will be given.

Whether the complaint is found to be justified or not, our response to you will describe the actions we have taken to investigate the complaint, the conclusions from the investigation, and any action taken.

Stage Two

If you feel that your complaint has not been satisfactorily resolved at Stage One, you may request that the complaint is reviewed at Board level by all the trustees. At this stage, the Secretary will call a special Board Meeting so that the complaint can be discussed.

We will aim to acknowledge your request for Board level review within a week of receipt. The acknowledgement will say who is dealing with the case and when you can expect a reply.

Prior to the meeting of the Board, the Chair (or a nominated Trustee) would need to investigate the facts of the case. This may involve reviewing the paperwork of the case and speaking with the Secretary or Chair, who may have dealt with the complaint at Stage One.

We will aim to send you a definitive response to your complaint within two weeks. If this is not possible because for example, an investigation has not been fully completed, we will send you a progress report with an indication of when a full response will be given.

Whether the complaint is found to be justified or not, our response to you will describe the actions we have taken to investigate the complaint, the conclusions from the investigation, and any action taken.

The decision taken at this stage is final.

External Stage

You may complain to the Charity Commission at any stage.

Information about the kind of complaints which can be addressed to the Commission 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.