

BETH SHALOM REFORM SYNAGOGUE

COMPLAINTS POLICY AND PROCEDURE

Title: Complaints Policy & procedure
Policy Owner: Honorary Secretary
Effective Date: Approved by Council at its meeting 3 August 2022
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Version Control: v2

Policy

Beth Shalom is committed to being an open and inclusive community. We aim to promote tolerance and respect for all our members, volunteers and guests. If, on occasion, we have made an error or given cause for complaint, we aim to deal with it in a transparent manner with due confidentiality as required.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with an aspect of our activities, which calls for an immediate response;
- we deal with complaints promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, an apology where we have got things wrong and providing information on any action taken;
- we learn from complaints, we record complaints made, we use them to learn and improve;
- we review this policy and procedure every three years unless external regulations require otherwise.

Procedure

[Complaints policy & procedure v2 December 2023](#)

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1. In the first instance, you should try to resolve the issue informally with the person concerned.
2. If you are unable to achieve resolution, you should write to the person concerned, or their manager if they are a synagogue employee, explaining the details of your complaint. You should get a response and an explanation within 15 working days.
3. If you are not satisfied with the initial response to your complaint then you can write to the Chair (by email to 'chair@beth-shalom.org.uk'), or by post care of the Administrators at Beth Shalom Reform Synagogue, Auckland Road, CB5 8DW marked "Private and Confidential" and ask for your complaint and the response to be reviewed. You should expect your request to be acknowledged within 5 working days of receipt, and a response to be provided within a further 15 working days.

The synagogue's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. It is also difficult to investigate a complaint which has been made anonymously or for which full details are not provided.

Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

The Synagogue expects all members who have a complaint to comply with this procedure. To ensure fairness we reserve the right to ignore any complaint which does not comply with this procedure.

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