



Sisters of the Sacred Hearts of Jesus and Mary CIO Complaints Policy

Policy Owner	Finance Director
Formal Agreement by	Board of Trustees
Agreement Date	June 2024
Review Date	June 2027 (Every 3 years)

1. Introduction

The Sisters of the Sacred Hearts of Jesus and Mary (the 'Congregation') is committed to ensuring that all our communications and dealings with our members, Marian House Care Home clients, SSHJM Companions, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. The charity welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint, where the need arises.
- We treat as a complaint any expression of dissatisfaction with our operations which calls for a response.
- We treat every complaint seriously, whether made by telephone, letter, email, or in person.
- We deal with any complaint quickly and politely.
- We respond accordingly e.g. with an explanation or apology where we have got things wrong, and with information on any action taken, etc.
- We learn from complaints, use them to improve, and monitor them at trustee level.

2. Why do we have a complaints policy and who is this for?

Whilst we aim to get things right the first time, we know that on occasion this might not be the case. If we make a mistake we will be open and honest about it as soon as possible.

This policy is intended for anyone who use our services/come into contact with us as a charity, volunteers, partners and supporters.

This policy is not for staff, staff with a complaint should refer to staff policies as referred to in the staff handbook.

If you are a client / service user at Marian House, Marian House has its own complaints policy, please contact Marian House directly for this.



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3. What to do if you have a complaint

If you do have a complaint about any aspect of our work in the United Kingdom please contact our Head Office, write to the Trustees at Chigwell Convent, 803 Chigwell Road, Woodford Bridge, Essex, IG8 8AU or email to gensec@sacredheartsjm.org or telephone on 020 8504 1624 (our offices are open Monday to Friday 9am to 5pm).

You can also fill out a complaints form attached hereto and email or post it. We ask that you complete this form within five working days of the incident or problem. Please give as much information as possible and let us know how you would like us to respond to you, providing contact details.

We encourage anyone who comes into contact with us during our work and who is not satisfied with our work to tell us if they are not happy with our work. We will treat anyone making a complaint with dignity and respect. We will take your concerns seriously.

We will respect confidentiality throughout the process, only those involved in looking into the complaint will know about it.

If you decide to withdraw your complaint you can do so at any time.

4. What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly if you complain by email or in writing we will always acknowledge your complaint within seven days and do everything we can to resolve it within twenty one days. If this is not possible, we will explain why and give a new deadline. All complaints will be logged in our "complaints register" and tracked until they are resolved. The complaints register is reviewed by the board annually.

5. What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Congregational Leader who will ensure that your appeal is considered further. The Congregational Leader will respond within two weeks.

6. Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems from happening again.

The complaints policy will be reviewed every 3 years.

Complaints Policy approved by Trustees – 5th June 2024



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Complaints Policy

Complaints Form

Date of Incident:

Time of Incident:

Location of Incident:

Description of complaint/specific act(s):

Were there others who witnessed the incident? Please provide details, name, phone number?

Do you have any suggestion for proposed action to address or resolve the complaint/concern?

Do you have any additional information or comments?

I acknowledge that I have read this document and understand my obligation to provide information as needed and to cooperate fully and completely with any investigation of this complaint. Should it become necessary, I authorise the charity to disclose my identity and details of this complaint.

Signature:

Name:

Date:

Address:

Email:

Phone no:

Internal use:

Received on behalf of the charity:

Date received:

