



Complaints Policy and Procedure

General statement

The UK Shaolin Temple aims to provide its members, organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

This is what you should do:

1	If you have a complaint to make, it should be made to the staff at the reception desk or to the complaints manager JANINE BRAUER* (janine@ukshaolintemple.com) who will try to resolve the issue informally.
2	If the issue is serious, or you are not satisfied after raising it with the complaints manager, you should make a formal complaint.
3	Your complaint should be made in writing, marked "Private & Confidential", and sent to the complaints team (Janine Brauer, Jennifer Chen and Martine Niven) who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter.
4	The complaints team shall - in consultation with the Chair of the Trustee Board - investigate the complaint. (See separate check list).
5	The complaints team shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
6	You have the right - if dissatisfied with the results of the inquiry - to put your case in writing for a review to the director Shi Yanmin Chen. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The director has the right to have an advisor present).
7	The decision of the director will be final.
8	Where appropriate, the UK Shaolin Temple will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
9	All formal complaints and the response made to them will be recorded and filed in a secure place.
10	The Trustee Board shall be informed by the complaints manager at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of the UK Shaolin Temple's self-evaluation.

UK Shaolin Temple's complaints procedure will be publicised to organisations and individuals who use its services.

* If a complaint relates to the complaints manager Janine Brauer, read Jennifer Chen for Janine Brauer throughout this policy.

This policy is to be read in conjunction with the following documents:

- Complaints Checklist

Review date: 01/03/2021