**COMPLAINTS POLICY**

**1. PURPOSE**

The Sisters of the Christian Retreat is committed to ensuring that our visitors’ experience is as safe, supportive, and comfortable as possible. We welcome regular feedback from our recent visitors and retreatants to help us improve our offering and service. If a visitor has a complaint about our service, we wish to resolve the issue quickly and fairly, and to the satisfaction of the individual making a complaint. If we are unable to reach resolution of a complaint immediately, we will investigate the complaint fully and deal with it confidentially and quickly.

**2. AIM**

This policy aims to:

* 1. Provide a clear and fair procedure to our visitors who wish to make a complaint to the Sisters of the Christian Retreat regarding the activities of the Sisters of the Christian Retreat, including the House of Prayer
  2. Ensure that staff, volunteers, and trustees are aware of their responsibilities and how to handle complaints
  3. Ensure that complaints are handled quickly and fairly
  4. Ensure that the processes for making a complaint are in place and that complaints are reviewed to prevent future situations arising again

**3. SCOPE**

Complaints may be made about our customer service; the behaviour and professional competence of our employees and volunteers; and defects or other problems associated with making a retreat at the House of Prayer and the provision of our services.

This policy does not include provision for any concerns regarding safeguarding which should be made following the procedure outlined in our Safeguarding Procedure and Statement.

**4. MAKING A COMPLAINT**

Complaints should be made in one of the following ways:

* 1. In writing, addressed to:

The Director, The House of Prayer, 35 Seymour Road, East Molesey, Surrey, KT8 0PB

* 1. By e-mail, addressed to the Director at [admin@christian-retreat.org](mailto:admin@christian-retreat.org)
  2. By telephone on 020 8941 2313

When making a complaint, you should include the following information as fully as possible:

1. Your name, address, telephone number and e-mail address, and your preferred contact method.
2. The name and contact details of any person you are making a complaint on behalf of.
3. If making a complaint about a retreat booking, the invoice number, and dates of your retreat.
4. If making a complaint about an employee or volunteer, the name and position of that employee or volunteer.
5. Further details of your complaint, including times, dates, events and people involved.
6. Details of what the Sisters of the Christian Retreat/House of Prayer can do to resolve your complaint and reach a satisfactory resolution.
7. **HANDLING COMPLAINTS** 
   1. **Verbal Complaints**

Any complaints made verbally will be responded to promptly and courteously. All staff, volunteers and community members are required to report a complaint directly to the Director. The Director will decide whether a formal written response is appropriate, and whether the Trustees should be made aware of the complaint.

* 1. **Written Complaints**

Any complaints received in writing will be responded to by the Director confirming that we have received and recorded your communication within two working days. The Director will investigate your complaint and will aim to respond to the complaint within 14 days. In some cases, an investigation or disciplinary procedures may require some time and you will be informed of the expected timeline. When the Director has completed their investigation, you will be informed as to the outcome. If the Director finds that the complaint is justified, we will apologise and let you know what we are doing to ensure that matters are put right, in order to prevent a similar incident happening again.

1. **DISPUTE RESOLUTION**

If you feel your complaint has not been satisfactorily resolved by the Director’s investigation, you may appeal to the Trustees in writing:

The Trustees, The House of Prayer, 35 Seymour Road, East Molesey, Surrey, KT8 0PB

You should outline the details of your complaint and the reasons why the complaint has not been resolved to your satisfaction. The Trustees will investigate the complaint and attempt to reach a satisfactory resolution with the complainant within 14 days.

1. **CONFIDENTIALITY AND DATA PROTECTION**

All complaints are treated with confidence and all information collected and held will be handled according to our Data Protection and Privacy policy and procedure. The details and information of the complaint will only be shared with employees and trustees of the Sisters of the Christian Retreat who will handle your complaint.