

University Jewish Chaplaincy Complaints policy

1. Introduction

University Jewish Chaplaincy is committed to providing high quality services to all service users and supporters.

UJC would like to hear all concerns and complaints with regards to our services, to ensure we are meeting the needs of our service users in a professional and competent manner.

University Jewish Chaplaincy expects staff at all levels to be committed to fair, effective complaint handling. This policy applies to all staff receiving or managing complaints from the services users, volunteers, donors or member of the public made to or about University Jewish Chaplaincy.

2. How to make a complaint

Stage 1: informal

UJC will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The complainant should raise the complaint as soon as possible with the relevant member of staff or the CEO as appropriate, either in person or by letter, telephone or email. If the complainant is unclear who to contact or how to contact them, they should contact the CEO.

UJC will acknowledge informal complaints within 5 working days and investigate and provide a response within 10 working days.

The informal stage will involve a meeting between the complainant and the CEO, as appropriate.

If the complaint is not resolved informally, it will be escalated to a formal complaint.

Stage 2: formal

Formal complaints can be raised:

- By letter or email
- Over the phone
- In person
- By a third party acting on behalf of the complainant

The complainant should provide details such as relevant dates, times, and the names of witnesses of events, alongside copies of any relevant documents, and what they feel would resolve the complaint.

If complainants need assistance raising a formal complaint, they can contact the CEO.

The CEO will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working days.

The CEO (or other person appointed to respond) will call a meeting to clarify concerns and seek a resolution. The complainant may be accompanied to this meeting and should inform the CEO of the identity of their companion in advance.

In certain circumstances, the CEO may need to refuse a request for a particular individual to attend any such meeting – for example, if there is a conflict of interest. If this is the case, the CEO will notify the complainant as soon as they are aware, so that the complainant has the opportunity to arrange alternative accompaniment.

The CEO (or other person appointed by the CEO for this purpose) will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 20 working days.

If the complainant wishes to proceed to the next stage of the procedure, they should inform the Chair of Trustees within 5 working days.

Complaints should be made to:

Sophie Dunoff, CEO

sophie@mychaplaincy.co.uk

020 8343 5678

Stage 3: Internal escalation

Complaints can be escalated by contacting the Chair of Trustees:

- By letter or email
- Over the phone
- In person
- Through a third party acting on behalf of the complainant

The Chair of Trustees will need the details of the complaint as set out above, as well as details from the complainant on how they feel the previous stage of the procedure has not addressed their complaint sufficiently, and what they feel would resolve the complaint.

The written conclusion of this investigation will be sent to the complainant within 20 working days.

If the complainant wishes to proceed to the next stage of the procedure, they should inform the Chair of Trustees in writing within 5 working days. Requests received outside of this time frame will be considered in exceptional circumstances.

The Chair of Trustees will acknowledge receipt of the request within 5 working days.

Chair of trustees

Uri Goldberg
uri@rulan.co.uk

Stage 4: Referring complaints on completion of the UJC process

If the complainant does not feel the complaint has been addressed, they are able to visit the .gov website for more details regarding ‘complaining about a charity’:

<https://www.gov.uk/complain-about-charity>

In Scotland, to raise a concern about a charity, contact The Office of the Scottish Charity Regulator (OSCR) <https://www.oscr.org.uk/about-charities/raise-a-concern/>

3. Confidentiality.

We will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by University Jewish Chaplaincy as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

4. Accountability and Learning

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- The number of complaints received
- The outcome of complaints, including matters resolved at the frontline
- Issues arising from complaints
- Systemic issues identified, and
- The number of requests we receive for internal and/or external review of our complaint handling.

We will undertake to monitor trends, measure the quality of our services and make improvements.

Reports and analysis will be provided by University Jewish Chaplaincy’s Chief Executive Officer to the Board of Trustees for consideration.

5. Terms and Definitions

(a) Complaint

Expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Circumstances where other action / policies will be followed include:

- Staff grievances
- Public interest disclosures made by our staff
- Management of allegations procedure
- Responses to requests for feedback about the standard of our service provision
- Reports of problems or wrongdoing merely intended to bring a problem to our notice with no expectation of a response

(b) Complaint Management System

All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

(c) Dispute

An unresolved complaint escalated either within or outside of our organisation.

(d) Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our products, services or complaint handling where a response is not explicitly or implicitly expected or legally required.

(e) Service Request

- Requests for action
- Requests for the provision of services and assistance
- Routine inquiries about the organisation's business
- Requests for explanation of policies, procedures and decisions.

(f) Grievance

A clear, formal written statement by an individual staff member about another staff member or work-related problem.

(g) Anonymous Complaints

We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

Approved by Board of Trustees:
08th September 2023

Review date: July 2024