



# Vrindavanam Feedback & Complaints Policy

Vrindavanam is a registered charity in England and Wales no. 1204487.

Effective Date: Mar 2024

## 1. Introduction

Vrindavanam is committed to providing a high standard of service to our beneficiaries, supporters, and the community. We value feedback and take complaints seriously, as they provide us with an opportunity to improve our services. This policy outlines the procedure for raising and resolving complaints within the organization.

## 2. Informal Complaints Procedure

### 2.1 Initial Contact:

If you have a concern or complaint, we encourage you to raise it informally first. Please contact the relevant committee member, volunteer, or staff involved. This can be done in person, through a designated reception desk at our events.

### 2.2 Response:

We will make our best efforts to address and resolve your complaint within 20 working days. You will receive a response detailing the actions taken or proposed solutions.

### 2.3 Escalation:

If you are dissatisfied with the informal resolution, you may escalate your complaint to the next level by submitting a written complaint to the Complaints Officer - Naresh Kamal ji (Committee Member) of the charity. Include details of your initial complaint, the response received, and reasons for your dissatisfaction.

## 3. Formal Complaints Procedure

### 3.1 Submission of Formal Complaint:

If the informal process does not resolve your complaint to your satisfaction, you may escalate it to a formal complaint by submitting a written complaint to the Board of Trustees. Provide a detailed account of the issue, the steps taken during the informal process, and any supporting documentation.

### 3.2 Trustees' Review:

The Board of Trustees will conduct a thorough review of the formal complaint and respond within 20 working days. If necessary, they may request additional information or arrange a meeting to discuss the matter further.

## **4. Final Escalation**

### **4.1 Appeal to Concerned Authorities:**

If, after the Trustees' review, you remain dissatisfied with the resolution, you may escalate the complaint to the relevant authorities. Provide all relevant documentation and correspondence, including the steps taken within the organization to address the complaint.

## **5. Confidentiality**

All complaints will be treated with the utmost confidentiality. Information shared during the complaint process will only be disclosed to those directly involved in the resolution.

## **6. Monitoring and Review**

This policy may be modified at the sole discretion of Vrindavanam. Individuals are encouraged to check for updates, as changes will not be individually notified. Vrindavanam reserves the right to make alterations for continued effectiveness, incorporating feedback from the complaint process for service and procedural improvements.

### **Contact Information:**

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