

TENDAI UK

COMPLAINTS PROCEDURE

Tendai UK is committed to encouraging equality and diversity among our members, eliminating unlawful discrimination, and ensuring the safety of all. For this reason, we have created the following complaints procedure to ensure that we, as an organization, are doing our best to better ourselves and to protect our members and any visitors from any form of harm, abuse or unlawful discrimination.

We aim to resolve any complaints as quickly and fairly as possible.

What is a complaint?

A complaint is an expression of dissatisfaction, made either verbally or in writing, about the standard of service, actions or lack of action by a member of 'Tendai UK', or its visitors, affecting an individual or group of people. This may include;

- Failure to comply with the 'Tendai UK' equality and safeguarding procedures
- Mistreatment of others
- Abuse of others, be it verbally and/or physically
- Any form of unlawful discrimination

What is not a complaint?

- A request for information, explanation and/or services
- An allegation that is not about a person

Your rights

- Every member, leader, volunteer or visitor of 'Tendai UK' has the right to complain about any member, leader, volunteer or visitor of 'Tendai UK'.
- Each complaint, whether informal or formal, whether major or minor, will be taken seriously.
- Each complaint will be dealt with privately and discreetly. Only the Chair, Safeguarding officers and Board of Trustees will be notified of any complaints.
- Complaints may be made anonymously if so desired.
- A complaint may be made public where deemed necessary, such as criminal activities, or where civil or criminal courts are involved. However, this will only be done with the permission of the person making the complaint and from the courts, and/or law enforcements. When doing so, the person making the complaint may request anonymity. Please note that the courts may request us to not make anything public until they have concluded their investigation.
- We will endeavour to carry out an investigation to the best of our abilities and as quickly as possible.
- If we feel law enforcements need to be involved we will contact you first, unless it is deemed that the situation is too urgent, then we call the law enforcements first.
- You have the right to request to be moved to a different group whilst investigations are carried out.
- You have the right to request witnesses of the events in question.
- You have the right to know the outcome of your complaint.
- If you do not feel your complaint has been dealt with sufficiently and in accord with these guidelines, you have the right to involve a third party, such as Citizens Advice, or law enforcements.

Our rights

When a complaint has been made about any of the members, leaders, volunteers and/or visitors of 'Tendai UK', they will have the following rights;

- The right to anonymity until a thorough investigation has been carried out.
- If the investigation shows no sign of misconduct, they will continue to have the right to anonymity.
- The right to give their account of events.
- The right to request witnesses of the events in question.
- The right to involve a third party such as Citizens Advice, or law enforcements.
- The right to know that a complaint has been made, however this will be kept anonymous to protect the person making the complaint.

Complaints procedure

There are two types of complaints; verbal and written.

Verbal complaints

All verbal complaints must be made to the groups leader, or to Seishin Clark.

Written complaints

All written complaints must be made to Seishin Clark, either by email or by letter. Please do not text or use social media to make a written complaint.

Complaints, whether verbal or written, may then fall under the following two categories; informal or formal.

Informal complaints

- Informal complaints are about minor grievances and are often settled on the spot, and so may not require the involvement of the Chair or Safeguarding officer. However, if it is felt necessary, the complaint may be escalated to a formal complaint.
- Even if not formal, the Chair and/or Safeguarding officer may be made aware of the complaint, if deemed necessary.

Formal complaints

- Formal complaints, whether in writing or verbal, are about major grievances, and will follow the following procedure;
 1. If the complaint was verbal, a request will be made that the complaint be made in writing. Please give this complaint straight to either the Chair, Seishin Clark, or the Safeguarding officer, Rishin Upcott. DO NOT give it to the leader of the group or other members and/or volunteers. This is to ensure we receive your complaint. Please include your name, telephone number and postal address. We will handle your personal data in accordance with the Data Protection Act 2018.
 2. We will acknowledge receipt of your complaint by letter or email within 2 working days upon receiving your complaint. If the complaint was sent by post, this may take longer.
 3. We will treat your complaint confidentially
 4. The Chair, Safeguarding officer, and the board of trustees will be made aware of your complaint.
 5. We will then carry out a thorough investigation.
 6. Depending on the severity of your complaint, we will aim to give you a written reply on either the outcome or the ongoing investigations of your complaint, and any actions to be taken within 30 days. Please note, some complaints may take a lot longer to resolve, especially when courts are involved.
 7. You will receive a written apology if we have caused you any problems, and/or mistakes.
 8. We will let you know what we intend to do to put things right.

Who to make formal written complaints to

All written complaints to be address to Seishin Clark, seishin@talktalk.net

[Postal address has been removed from this public document but can be requested by any member or by emailing tendai.uk@talktalk.net or seishin@talktalk.net]

Complaints about Seishin Clark will be handed to our safeguarding officer, Rishin Upcott, and the board of trustees. No-one in our organization is above repute.

This document is to be read in conjunction with the 'Tendai UK' Child protection policy, Child protection code of behavior, and Adult protection policy and guidelines.

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