

# 1. Non Members Complaints Policy

***KOKNI COMMUNITY LUTON (Charity Registration number: 1079404)***

## 1.1. Policy Aims and Objectives:

- i. To provide a fair complaints procedure which is clear and easy to use for those wishing to make a complaint
- ii. To publicise the availability of our complaints procedure so that people know how to contact us to make a complaint
- iii. To make sure everyone at Kokni Community Luton knows what to do if a complaint is received
- iv. To make sure all complaints are investigated fairly and in a timely manner
- v. To make sure that complaints are, wherever possible, resolved and that relationships are restored
- vi. To gather information which helps us to improve/amend/add policies

## 1.2. Complaints

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Kokni Community Luton including both our fund raising and general activities in the UK.

Complaints may be received from any individual, volunteer or organisation that has a legitimate interest in Kokni Community Luton UK, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, which should refer to Kokni Community's internal policy on such matters.

All complaint information will be handled sensitively, informing only those who need to know and following any relevant data protection (GDPR) requirements.

## 1.3. Responsibility

Overall responsibility for this policy and its implementation lies with the Managing Committee of Kokni Community Luton.

## 1.4. Review

This policy is reviewed regularly and updated as required.

## 1.5. Complaints Procedure of Kokni Community Luton UK

### 1.5.1. Publicised Contact Details for Complaints:

Written complaints may be sent at KOKNI Community Luton, Unit 1-3 Bury Park Industrial Park, Bury Park Road, Luton, LU1 1HB or by e-mail at [admin@kokniluton.co.uk](mailto:admin@kokniluton.co.uk).

Verbal complaints may be made by phone to +44 (0) 1582 454485 or in person to any managing trustees at the same address as above.

### 1.5.2. Receiving Complaints

Complaints may come through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- i. Write down the facts of the complaint
- ii. Take the complainant's name, address and telephone number
- iii. Note down the relationship of the complainant to Kokni Community Luton (donor, volunteer, sponsor, Musalli, etc.)
- iv. Tell the complainant that we have a complaints procedure
- v. Tell the complainant what will happen next and how long it will take
- vi. Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words
- vii.

### 1.5.3. Resolving Complaints

#### 1.5.3.1. Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriately. Whether or not the complaint has been resolved, the complaint information should be passed to the KCL Managing Committee within five business days.

On receiving the complaint, the Secretary records it in the complaints Logbook. If it has not already been resolved, Managing Committee will investigate it and take appropriate action. If

the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### 1.5.3.2. Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed.

At this stage, the complaint will be passed to the Independent person/s. The request for review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

An independent person/s may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. Managing Committee who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final.

Kokni Community Luton is registered charity in England, the complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at:  
<https://www.gov.uk/government/organisations/charity-commission>

#### 1.5.4. Variation of the Complaints Procedure

Kokni Community Luton may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or trustee should not also have the Chair and/or trustee involved as a person leading a Stage Two review.

#### 1.5.5. Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need for any further amendment/s.

## Members Complaints Procedure

### 1.6. Our complaints policy

We are committed to providing a high-quality service to all our members. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

### 1.7. What will happen next?

- i. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- ii. We will then investigate your complaint. This will normally involve an Executive member of the Management Committee discussing the issue with you.
- iii. The KCL Chairperson will then invite you to attend a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
- iv. Within three days of the meeting, the Chairperson will write to you to confirm what took place and any solutions s/he has agreed with you.
- v. If you do not want a meeting or it is not possible, the Chairperson will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- vi. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent person not connected with KCL to review the complaint.
- vii. We will write to you within 14 days of receiving your request for a review, confirming our position on your complaint and explaining our reasons.
- viii. KCL is committed to accepting the advice of the independent reviewer on resolving the complaint satisfactorily.