The Religious of St Andrew

ST ANDREW'S POLICY ON THE HANDLING OF COMPLAINTS

INTRODUCTION
The purpose of this policy is to set out the trust's procedure for investigating any complaints that should be received.

GENERAL POLICY
All complaints, by whatever means they are received, are to be reported immediately to the Superior.

The Superior will initiate an investigation into the cause of the complaint.

The circumstances that gave rise to the complaint are to be considered and a decision taken as to whether the complaint is justified.

If the complaint is upheld the Superior must consider what action it would be appropriate to take.

The Superior will then convey her decision to the complainant.

If it is not possible to reach a prompt decision receipt of the complaint should be acknowledged and subsequently followed up once a decision has been taken.

Should the complainant not be satisfied with the Superior's decision the complainant should be invited to appeal to the trustees.

N.B.
Evaluation forms are provided to all visitors whose feedback is monitored carefully.

Trustees' Policy No 18

Reviewed 19 November 2021 and no alteration required.
Review November 2026
Review November 2031