

Comments, Compliments, and Complaints procedure (version 1)

Ratified Congress 2019

Subud Britain: for non-Subud Members only

Comments, Compliments, and Complaints procedure

Subud Britain makes every effort to treat everybody equally and fairly including all users of Subud Britain's facilities. We continuously try to improve our hall management and properties, and we value any feedback that will help us to do this.

Subud Britain will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop the services that work best for you, so please let us know what you think. We report on user feedback in the National annual report.

Compliments and Comments:

If you are happy with the service or have any comments, we would love to hear from you. There are couple of ways you can do this: either speak to the hall manager or any member of the local Subud Group committee, or email us: enquiries@subudbritain.org

Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that the Subud Britain may publish the replies given to any queries raised, but will respect the confidentiality of the individuals concerned.

How to make a complaint: The first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of the hall manager or any members of the local Subud Group committee. They will try to resolve your concerns immediately. If you are unhappy at the way you have been treated by one of the staff members/volunteers please contact us: enquiries@subudbritain.org

What you can do to help us deal effectively and quickly with your complaint: Contact us as soon as possible giving clear details so we can endeavour to resolve the issue by completing our Comments, Compliments and Complaints form. Specify clearly what aspect you wish to make the complaint about.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific Subud facility or local centre to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

We will acknowledge any e-mailed complaints within 5 working days of receipt. You will receive a full response to your written complaint within a month.

Privacy Notice

Personal information supplied under this Procedure will be used internally by Subud Britain to investigate and improve its services and contact you as necessary. Subud Britain also archives the data. The data may be shared with relevant authorities if there is a legal obligation. The data will be held confidentially and is not processed further without your consent, nor used for any marketing or profiling purposes.

To access or rectify your information, please email enquiries@subudbritain.org or contact Subud Britain at the address below.

The data controller is Subud Britain, a company limited by guarantee and registered in England & Wales, and a charity registered in England & Wales and in Scotland. Company Registration No. 678027; Charity No. 233282 (England & Wales); Charity No. SCO39009 (Scotland). Registered Office: Waugh & Co, 51 High Street, Arundel, BN18 9AJ.

Data Protection Officer Email: dpo@subudbritain.org. Subud Britain's complaints policy can be found on our website at <https://www.subudbritain.org/policies-practices/>