**Complaints Policy**

**Introduction**

The objects of the Synagogue are the practice, promotion, development and advancement of Judaism through public worship, religious, educational, social, cultural and charitable activities. The Wimbledon Synagogue is an active member of Reform Judaism (RJ) and always aims to be a vibrant, welcoming, and inclusive community offering something for everyone looking to connect with being Jewish in whatever way they want. All of the above is referred to in this policy as “our activities”.

However, we recognise that situations may arise where a member of the Synagogue may be dissatisfied with the way in which we conduct our activities.

WDS views any complaint as an opportunity to learn and improve for the future, as well as a chance to put things right for the member who has made the complaint.

Our policy is:

To provide a fair complaints procedure which is clear and easy to use

To publicise the existence of our complaints procedure so that a member knows how to make a complaint

To make sure all complaints are investigated fairly and in a timely way and in confidence

To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve the way in which we conduct our activities

We consider a complaint to be a formal expression of dissatisfaction about any aspect of our activities by, or on behalf of, a person who has been directly involved in the matter complained of. Examples of the types of complaint intended to be covered by this policy include:

* Lack of care or consideration
* Lack of timely contact or response
* Rudeness or lack of sensitivity
* Release of sensitive information or personal details without permission
* Failure to meet our obligations under the General Data Protection Regulation
* Failure to act in accordance with English Law
* Withholding relevant or important information
* Failure to use due diligence to garner important information
* Racism, sexism, cultural or religious insensitivity
* Other

Examples of complaints intended to fall outside this policy include:

* complaints about activities provided by a third party

#### Confidentiality

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

**Complaint procedure**

If you are dissatisfied with the service provided by WDS, please register a complaint by emailing the Honorary Secretary on [honsec@wimshul.org](mailto:honsec@wimshul.org) or the WDS office on [office@wimshul.org](mailto:office@wimshul.org) or by letter or phone to the WDS office.

To help us thoroughly investigate the circumstances of your complaint, please provide us with as much information as possible including, where applicable:

* the exact nature of the complaint;
* the date and time of the incident giving rise to the complaint;
* the location of the incident;
* the identities of persons involved, if known;
* any information which might help us to identify persons involved; and
* an indication of how you would like us resolve your complaint.

The complaint will be dealt with by a member of the WDS Council (Trustee) appointed by the Chairman.  Where there are co-Chairs, one may deal with the complaint. If the complaint is against a Trustee, then a different Trustee will deal with the complaint.

That Trustee will:

* Whilst generally being required to notify the person(s) against whom a complaint has been made, as far as possible, respect the confidentiality and privacy of your complaint;
* Acknowledge receipt of your complaint within 5 working days of its receipt;
* Commence an investigation of your complaint immediately and pursue it in a timely manner;
* Advise you when the investigation is expected to be completed.
* Advise you of the investigation’s progress and any delay in the expected timeframe for its completion
* Subject to any overriding duty of confidentiality to others, advise you of the outcome of the investigation and any action which is proposed.

**If you are dissatisfied with our reply to your complaint**

If you believe that your complaint has not been investigated fairly or that the information you supplied has not been given due consideration, you may ask us to reconsider your complaint. You should make a request for reconsideration by communicating your continued dissatisfaction to the Honorary Secretary at [honsec@wimshul.org](mailto:honsec@wimshul.org) or the WDS office on [office@wimshul.org](mailto:office@wimshul.org)

The complaint and its circumstances will, in this case, be referred to the Chairman (or co-Chairman who was not involved in the original investigation) for reconsideration and determination.  Normally, the Chairman will not have been informed or involved in the complaint before this point, such that a completely fresh view can be taken.

The Chairman’s determination will be final.  If the complaint is not upheld at this point, and the complainant remains dissatisfied, redress will have to be sought outside the organisation via Reform Judaism.  We will co-operate fully with any such investigation. Reform Judaism can be contacted as follows:

Address: The Movement for Reform Judaism, The Sternberg Centre for Judaism, 80 East End Road, London, N3 2SY

Email: https://www.reformjudaism.org.uk/contact/

Telephone: