



## **PUNDARIKA UK**

### **Complaints Policy**

#### **1. Purpose**

Pundarika UK is committed to operating in an open, transparent, and responsible way. We take all complaints seriously and aim to resolve them quickly, fairly, and constructively.

#### **2. What This Policy Covers**

A complaint is any expression of dissatisfaction about:

- how the charity has operated,
- the behaviour of trustees, volunteers, or helpers,
- the organisation of retreats or events,
- the handling of personal data,
- any part of our charitable activities.

This policy does not cover safeguarding concerns, which must be reported under the Safeguarding Policy.

#### **3. How to Make a Complaint**

Complaints can be made verbally or in writing to the Chair of Trustees. If the complaint concerns the Chair, it may be sent to any other trustee. Conflicts of interest will be declared and managed to ensure impartiality.

Contact details for all trustees can be found on our website.

#### **4. How the Complaint Will Be Handled**

- The complaint will be acknowledged within 7 days.
- A trustee will investigate the matter impartially.
- A response will normally be provided within 28 days.
- If more time is needed, we will explain why and give a new timeframe.

#### **5. If You Are Not Satisfied**

If the complainant remains dissatisfied, the trustees will review the matter collectively and issue a final response within a further 28 days.



If the complaint raises a serious governance concern, it may be appropriate to contact the Charity Commission. Complaints regarding data protection can be directed to the Information Commissioner's Office.

## **6. Recording and Learning**

A brief record of the complaint and outcome will be kept securely for 3 years. Trustees review complaints annually to identify learning or improvements.

## **7. Review**

This policy is reviewed every three years. Updates are made promptly in response to regulatory changes or if otherwise deemed necessary.