**The Brahmin Society North London**

**BSNL COMPLAINTS POLICY**

**Policy**

Our policy is to welcome all complaints, to investigate them fully and resolve them wherever possible.

**The definition of a complaint**

A complaint is an expression of dissatisfaction about BSNL’s policy or actions.

It is the BSNL’s policy to only investigate a Complaint once formally received in writing, by email or by way of a formal letter.

**Why we have a complaints procedure**

Complaints handled properly can lead to better working relationships with our members, sponsors, partners, donors and service providers.

To help achieve this, our complaints procedure lets people know:

✓ that they can complain;

✓ that we will consider their concerns fairly and objectively;

✓ that, where possible, we will resolve them.

**Our Complaints Procedure**

Our complaints procedure has four stages. The intention is that most complaints will be resolved at stage one and the rest at stage two.

**Stage one:** In most cases the complaint should be resolved by the individual responsible for the area of work, program or issue being complained about.

**Stage two:** If the complainant feels that the problem has not been satisfactorily resolved, they can contact the secretary who will refer the matter to the Board of Trustees for resolution.

**Stage three:** If the complainant is still unhappy with BSNL’s response then s/he can request a meeting with the Board of Trustees and can bring his / her representative also.

**Stage four:** If still not satisfied, the complainant can request the complain to be heard by an Arbitration Panel.

End