



# COMPLAINTS HANDLING POLICY

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## 1. OVERVIEW

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The Gurkha Welfare Trust (the **Charity**) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Our policy is:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- to publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- to make sure everyone at the Charity knows what to do if a complaint is received;
- to make sure all complaints are investigated fairly and in a timely way;
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- to gather information which helps us to improve what we do.

## 2. DEFINITION OF A COMPLAINT

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**2.1** A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Charity.

**2.2** Complaints may come from donors and other individuals who we contact about our work, or any other person or organisation with an interest in the Charity and its activities.

**2.3** A complaint can be received verbally, by phone, by email or in writing.

## 3. CONFIDENTIALITY

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



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## 4. RESPONSIBILITY

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4.1. Overall responsibility for this policy and its implementation lies with the Senior Management Team of the Charity.

## 5. REVIEW

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5.1. This policy is reviewed formerly and regularly by the Audit and Finance Committee on behalf of the Board of Trustees and updated as required.

## 6. COMPLAINTS PROCEDURE

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6.1 Written complaints may be sent to the Charity at The Gurkha Welfare Trust, 2<sup>nd</sup> Floor, Cross Keys House, Salisbury, Wiltshire, SP1 1EY or by e-mail to [supportercare@gwt.org.uk](mailto:supportercare@gwt.org.uk).

6.2 Verbal complaints may be made by phone to 01722 323955 or in person to any of the Charity's staff, volunteers or Trustees.

6.3 Complaints can also be made directly to the Charity Commission or, if the complaint relates to the use of the complainant's personal information by the Charity, to the Information Commissioner's Office (the ICO).

## 7. RECEIVING COMPLAINTS

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7.1 We are committed to training our staff to handling complaints quickly, efficiently and in a friendly manner.

7.2 We will aim to respond to a complaint made by phone, email or in writing the same day that we receive it.



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7.3 If the complaint is serious in nature and involves investigation, we will indicate how long this may take in our initial contact with you and then aim to meet the proposed resolution deadline.

7.4 We aim to resolve all complaints within five working days from receipt of the complaint.

### 8. COMPLAINTS TO A REGULATOR

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8.1 A complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on its [website](#).

8.2 In the event a regulator receives a complaint in relation to the Charity, the Charity will cooperate with that regulator as appropriate.

### 9. MONITORING AND LEARNING FROM COMPLAINTS

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9.1. Complaints are reviewed annually to identify any trends which may indicate a need to take further action and changes to internal working procedures and policies.

### 10. WHAT CONSTITUTES A PERSONAL DATA BREACH UNDER GDPR

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A **personal data breach** is: “a **breach of security** leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, **personal data** transmitted, stored or otherwise processed in connection with the provision of a public electronic communications service”.

See <https://ico.org.uk/for-organisations/guide-to-pecr/communications-networks-and-services/security-breaches/> for more information from the ICO on data breaches.