

Marist Sisters Generalate CIO
Draft Complaints Policy
Registered Charity Number 1179883

Date of last review: Promulgated October 2024

Date of next review: October 2025

Review period: 1 year

Person responsible: General Bursar

About Us

The Charity is a charitable incorporated organisation (CIO) registered with the Charity Commission for England & Wales under number 1179883 with the following objects:

The object of the CIO is the advancement of the Roman Catholic religion through the religious and other charitable work of the Congregation as the Trustees with the approval of the Congregational Leader shall from time to time think fit.

The Marist Sisters Generalate CIO view 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 ensure everyone associated with Marist Sisters Generalate 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
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any services or grants provided by Marist Sisters Generalate CIO.

A complaint can be received verbally, by phone, by email or in writing. Contact detail can be found in the appendix to this policy.

Confidentiality

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

Responsibility

Overall responsibility for this policy and its implementation lies with the Congregation Leader, who is chair of the trustees, and with the other trustees of Marist Sisters Generalate CIO. Should a complaint be directed to a Unit Leader the Congregation Leader, as chair of the trustees, is to be informed. Should the complaint refer to a safeguarding issue it will be dealt with according to the Safeguarding Policy of the Marist Sisters Generalate CIO.

The Congregation Leader, together with the Unit Leader where appropriate, will make inquiries and investigate the circumstances that have led to the complaint. Having investigated she will arrive at a decision and liaise with the complainant. Where, as a result of the complaint, processes and systems require refining this will be implemented.

If after following the above process the complainant is not satisfied with the decision the complainant may ask for a review involving the trustees.

Review

This policy is reviewed annually and updated as required.

APPENDIX

Contact Us

Address

Marist Sisters Generalate CIO
55 Thetford Road
New Malden
Surrey KT3 5DP
England

Congregation Leader

Email: supgensm@gmail.com
Phone: ++39 06 3936 6532

Unit Leaders

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