

THE WHITE EAGLE LODGE

COMPLAINTS POLICY & PROCESS

1. Purpose

1.1 The White Eagle Lodge is committed to providing an accessible, equitable and effective means for service users to express their views about the services it provides. It is recognised that such information is invaluable as a means of identifying issues and also areas of good practice and as such can be used as a means of improving services.

1.2 The purpose of this document is to ensure all staff and volunteers understand their responsibilities around the receipt of service user feedback and the resolution of complaints made to the organisation.

1.3 All complaints will be dealt with swiftly, thoroughly and in strict confidence, following the requirements of this policy.

2. Scope

2.1 This policy applies to all staff and volunteers.

2.2 A concern is an issue raised that is not serious or complex, which can be addressed promptly with minimal intervention. It could require a written response, but generally it will be sufficient to ensure that the person raising the concern is satisfied with the response. It is not practical to record concerns and they do not fall within the scope of this policy. If the person raising the concern is dissatisfied with the response given the issue should be treated as a complaint.

2.3 A complaint is defined as a written or verbal expression of dissatisfaction with any aspect of the service provided by the White Eagle Lodge, or its representatives, that requires investigation and a written response. Complainants should have access to a simple, efficient complaints management process.

3. Principles

3.1 The White Eagle Lodge Complaint Management Policy will be communicated throughout the organisation to manage complaints fairly, equitably, safely and resolved appropriately in a manner that safeguards the reputation of the White Eagle Lodge.

3.2 The White Eagle Lodge will endeavour to:

- Set out a clear procedure which is easy to use.
- Ensure the complaints procedure is accessible, and available for anyone who wishes to make a complaint.
- Treat complainants sensitively and attempt to take account of their needs.
- Use language that is easy to understand and communicate in a way that is appropriate.
- Ensure all complaints are dealt with in a timely manner.
- Listen to and consider the complainant's views, seek clarification if necessary and inquire as to the outcome that the complainant wishes .
- Clearly explain the investigation process that will be followed and commit to providing regular updates on progress.

- Conduct an investigation into the complaint.
- Ensure the investigation and response is proportionate to the circumstances.
- Aim to achieve satisfactory resolution at the earliest opportunity.
- Ensure lessons learned from a complaint are communicated to the applicable individuals.
- Ensure that the charity learns from complaints and feedback, and applies lessons learned to build on best practice.
- Store records in a secure environment that respects the privacy of personal and confidential information, as the law requires.

3.3 The White Eagle Lodge will not accept behaviour that endangers staff, members or guests attending Lodge activities or events.

3.4 This Complaint Management Policy should be read in conjunction with the 'Contact Healer's Training Manual' and the 'Child Protection Policy and procedures'.

4. How to Complain

4.1 A complaint can be made using the following contact details:

- By telephone: 01730 893300
- By email: enquiries@white-eagle.org.uk
- By Post: White Eagle Lodge, Newlands, Brewells Lane, Hampshire, UK GU33 7HY

We will endeavour to acknowledge receipt of a complaint within 5 working days of receipt.

5. Complaint management process

5.1 All members of staff, contractors and volunteers should be aware of the process they need to follow when receiving a concern/complaint.

5.2 A flowsheet for the complaint management process is provided as Appendix A.

5.3 The Complaint Manager is responsible for ensuring reliable records are kept to aid an impartial investigation. Record keeping methods will respect the privacy of personal and confidential information, as required under the General Data Protection Regulations (GDPR).

5.4 In all cases, sensitivity and care shall be shown towards the complainant and complainee without pre-judgement.

6. External Investigation

6.1 Any external investigation into the management, activities or services of the White Eagle Lodge shall be under the direction of the Deputy Lodge Mother and the Trustees.

6.2 In the event the White Eagle Lodge is requested to assist in investigations conducted by external bodies, this will be a matter for the Trustees and the Deputy Lodge Mother to address and manage either directly or through delegated duties.

6.3 The Deputy Lodge Mother shall be contacted for support and advice of any incident in a Region involving an external organisation. The Trustees shall be informed in a timely manner.

6.4 Any media enquiry dealt with in line with the Media Policy.

7. Continuous Improvement

7.1 Reporting of any concerns and opportunities for improvement to any activities within the White Eagle Lodge are welcomed at every level of operation and may most easily be shared:

- At Regional Centres with the Centre Co-ordinator(s)
- At training courses and events with tutors/course leaders and mentors
- Within retreat and residential settings with the housekeeper, house helpers or leaders
- Directly to Lodge trustees, employees or ministers

7.2 Any recommendations for improving this policy, or organisational practices, arising from an investigation into a complaint must be authorised by the Deputy Lodge Mother & Trustees. All changes to procedures shall be formally documented and communicated to the relevant parties.

7.3 The White Eagle Lodge is committed to the continuing development and evolution of the organisation; this policy serves as evidence of our commitment to operate at all times in accordance with our highest spiritual ideals as well as to respect and fulfil the legal aspects of each National centre.

7.4 The monitoring of the effectiveness, awareness and compliance of this policy will be the responsibility of the Deputy Lodge Mother and Trustees, in conjunction with the relevant members of the Coordinating Group.

7.5 A review of the policy will take place every three years. To include reviewing the effectiveness, awareness of & compliance with this policy.

8. Confidentiality

8.1 Complaints will be handled in strict confidence and in accordance with the Data Protection Policy.

8.2 Information pertaining to a complaint will only be disclosed to the people who need to have access to it as set out in this policy.

8.3 Any employee who discloses information to anyone who is not directly involved in the complaint will be subject to the disciplinary procedure.

9. Consent

9.1 There is an expectation that the complainant has given their consent to their data being shared with the individuals involved in the management of the complaint, by virtue of the fact that a complaint has been submitted.

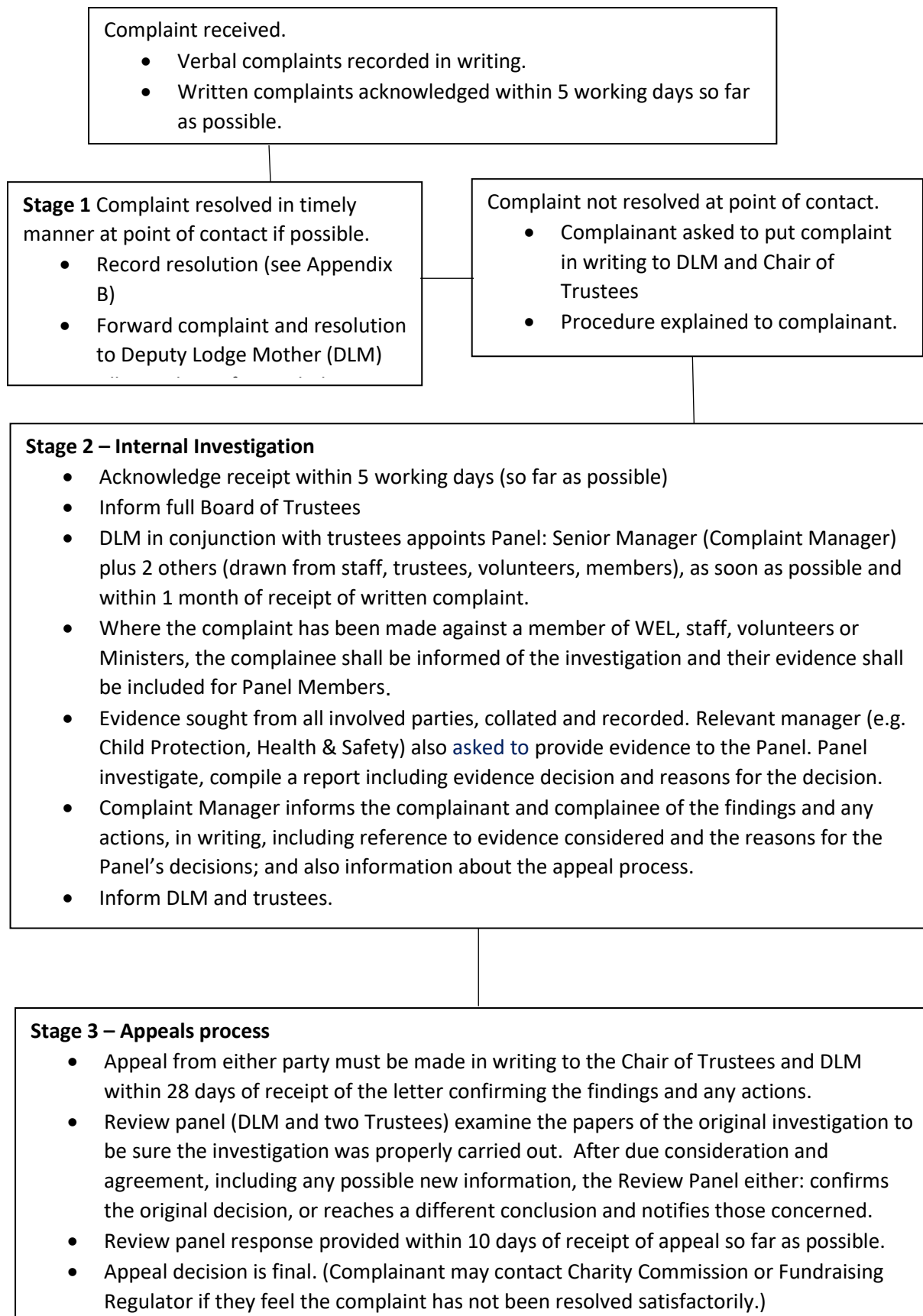
9.2 Information will not be shared with third parties unless the complainant has given their express permission that information can be shared.

10. Policy Exceptions

10.1 There may be circumstances where the disclosure of information, is in the best interests of the service user, for the safety or wellbeing of a child or vulnerable adult. If this situation arises the complaint will be handled in line with the Safeguarding Policy and procedure.

10.2 Allegations of fraud or financial misconduct will be referred to the Deputy Lodge Mother and the Chair of Trustees.

Appendix A Flowchart for Complaint Management Process



Appendix B: Complain Process Form

Part (a) must be completed when a complaint is received (either verbal or written).

Part (a) – Receiving a Complaint

Name: _____ Date: _____ Time: _____

Tel No: _____ Email: _____

When can they be contacted/availability?

How was the complaint received?
letter /telephone /email /in person

Nature of Complaint?

Taken by: _____ Passed to: _____ Date: _____

Part (b) – Management Response

Date/time individual contacted:

Contacted by:

Confirm nature of complaint:

Action/s to be taken following investigation:

Date of final response:

Complaint Substantiated (Y/N) details:

Is the individual satisfied with response/actions? (Y/N):

Part (c) – Preventing Recurrence

List any changes required as a result of the investigation:

Implemented and Communicated to relevant parties (method and date):

Review Date:

Have the changes been effective?

Final Completion date: