



Masorti Judaism

Complaints' Procedure

Aims of the policy

This policy aims to set out:

1. Masorti Judaism's goals in managing complaints
2. Identifying those authorised to manage complaints on behalf of Masorti Judaism
3. Guidelines and rules for those processing complaints on behalf of Masorti Judaism

Policy Statement

This policy applies to Masorti Judaism, to include Noam. A complaint can be made by any supporter, partner organisation, community or individual with whom we work or any member of the public whether an individual, company or other entity, including parents/carers of Noam participants and members of Masorti communities.

Ensuring that our stakeholders can hold us to account will improve the quality of our work. Masorti Judaism strives to be excellent in all that it does, but recognises that this cannot always be the case. When a mistake is made, we want and need to be informed. We will use the information to correct or resolve things and to help us to become more effective.

Masorti Judaism is committed to ensuring the accessibility of its Complaints' Policy, procedures and systems for making a complaint, across the breadth of our work.

Please note that a complaint made by an employee should be managed using the Grievance Policy (Section 23 of Employees' Handbook).

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by Masorti Judaism, its staff, volunteers or anybody directly involved in the delivery of our work.



It is a criticism that expects a reply and would like things to be changed. Complaints will be investigated by someone of suitable seniority (either an employee or trustee) who is not conflicted from so doing. Ideology or religious practice as the basis of a complaint are excluded. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign
- Concern about the behaviour of staff, volunteers or contractors.
- A complaint must be about an action for which Masorti Judaism is responsible or is within its sphere of influence.

A complaint is **not**:

- A general query about Masorti Judaism's work
- A request for information
- A contractual dispute
- A request to amend records, e.g. to correct an address, cancel a donation
- A request to unsubscribe from an Masorti Judaism 'service' e.g. a newsletter or email.

Principles

Accessibility.

Complainants should be able to make a complaint as easily as possible: written correspondence, email, telephone, verbally, via a third party, etc. We are committed to making communication with us as easy as possible

Timeliness.

Masorti Judaism aims to respond to complaints within 10 working days of receipt. Should a complaint not be able to be resolved within this time frame, the complainant will be informed about the progress made to date, the reasons for any delays and when they can expect to receive a response.

Complaints should be made within 3 months of the relevant incident. In exceptional circumstances, Masorti Judaism may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.



Confidentiality.

Some complaints need to be kept confidential to safeguard those making or involved in the complaint. However, in some instances Masorti Judaism might judge that the complainant would be better served if others are involved in the resolution of their complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the complainant.

Documented.

Complaints may be both made and resolved verbally, e.g. by telephone or face-to-face. Where they are unable to be resolved verbally, complaints must be made in writing

Right to appeal.

Complainants who have launched a well-founded complaint and who are dissatisfied with Masorti Judaism's response to that complaint, have the right to appeal. The appropriate appeal process is outlined in the section below.

Mutual Respect.

Everyone who makes a complaint to Masorti Judaism will be treated with courtesy and respect. In return, Masorti Judaism expects people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively or unreasonably pursue complaints, Masorti Judaism reserves the right to withdraw or modify its complaints' process.

Part of a learning process.

We will log and monitor all serious complaints and the results of such complaints and this information will be brought, regularly, to the attention of appropriate senior managers in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

Masorti Judaism will keep this policy under review and an annual report will be produced on its implementation for submission to Masorti Judaism's Trustee Board. This report will also include consideration and comment on the application of lessons learned from the previous years' reports. Masorti Judaism's Director of Strategy will convene a meeting twice a year with appropriate managers to decide how Masorti Judaism will apply any lessons learned.



Masorti Judaism's member communities will each be responsible for their individual Complaints' Policy. Masorti Judaism can act as an advisor in any unresolved complaints. This policy covers Masorti Judaism only.

Annexes

1. How to contact Masorti Judaism

Email: admin@masorti.org.uk

Telephone: 020 8349 6659

Address: Alexander House, 3 Shakespeare Road, London N3 1XE

2. Complaints Handling/Procedures Masorti Judaism

a) The complaint should include:

The complainant's full name

Full contact details to include email address and telephone number

Any dates and times relevant to the complaint

A summary of the key problem/s and what has warranted the complaint

b) To whom the complaint should be sent.

Initially, a verbal approach should be encouraged and the administrator should refer the complaint promptly to a **member of the Senior Leadership Team (SLT)**. If the complaint cannot be resolved verbally then the complainant should be asked to follow up with the written complaint.

Should the complainant not be satisfied with the SLT or other investigators' recommendations for a solution, they may appeal the decision. At the discretion of Masorti Judaism, an initial appeal will be considered by two members of the Board of Trustees. The complainant may appeal this decision to the Co-Chairs. Please note that the decision reached at this level of appeal is final.

If at any stage in the process of making a complaint, complainants harass Masorti Judaism employees or trustees, behave abusively or unreasonably pursue complaints, Masorti Judaism reserves the right to withdraw or modify its Complaints' Process.