

Telford Buddhist Priory

Complaints and Concerns Policy

Introduction

The trustees of a charity are responsible for the running of the charity, and anyone who has a complaint or serious concern about the charity should raise it with the trustees. It gives the trustees the opportunity to explain misunderstandings, and to put things right if something has gone wrong. Complaints can help the trustees to improve things!

This policy tells you how to raise a complaint or concern at Telford Buddhist Priory (the Priory), how it will be handled, and how you will be kept informed. The trustees intend to deal with all complaints fairly, efficiently and effectively.

Why would you Raise a Complaint or Concern?

You might want to raise a complaint or voice a concern about some aspect of 'the way things are done' at the Priory, or of the behaviour of some person/people; or there might be some particular incident that you want to complain about. Examples might include financial matters such as fraud, or unethical or uncompassionate behaviour. If you raise a complaint you expect a reply, and would be wanting something to change at the Priory. We are unable to respond to matters for which the Priory is not responsible.

How to Raise a Complaint or Concern

Many complaints and concerns can be resolved by informal approaches. If you have a complaint or concern, you should first consider discussing it with the Prior or another trustee, who will try to sort it out. If you think this informal approach inappropriate, or it does not resolve the matter, you should raise the matter formally.

You should send a formal complaint or concern to the Secretary of Trustees, by a letter or email addressed to:

Telford Buddhist Priory,
49, The Rock,
TELFORD
TF3 5BH

email: tbpriorymail@gmail.com

To help resolve the matter as quickly and effectively as possible, you should include the following information:

- Your name and contact details (address, email and/or phone number). We are unable to respond to anonymous complaints.
- As much information as possible about the problem, such as what happened, where, when (date/time), who was there, who said/did what.
- What you felt to be unsatisfactory about this.
- What you suggest should be done about it.

Acknowledgment

The secretary will acknowledge receipt of your complaint or concern in writing, usually within seven days.

Resolution

The Priory's policy is to resolve complaints and concerns, and respond to you, within eight weeks. If that is not practicable, for example because the issue is complicated, any delay will be explained and you will be kept informed of progress.

When we receive your written complaint or concern we will:

- Record it and advise you how it will be handled.
- Investigate it.
- Try to find a way to resolve it, and tell you what the action is.
- Where appropriate, take steps to avoid a repeat occurrence.

Overall responsibility for implementation of this policy lies with the board of trustees. The complaint or concern will be treated as confidential and any communication on the issue, including responding to you, will be subject to compliance with the Data Protection Act. However, the trustees may seek the views of people who were involved in an incident which you have reported, and may ask other people for specialist advice on particular complaints and concerns.

Escalation

The Priory is linked to the Order of Buddhist Contemplatives (OBC), and the trustees are all monastic or lay members of the OBC. If you have formally raised a complaint or concern at the Priory and we have not resolved it to your satisfaction, you might escalate the matter to the OBC. The OBC has published online information which, together with the rules of the Order, specifies how people can raise a formal complaint of serious ethical misconduct, and how it will be handled by the Order. The online information can be found at

<https://obcon.org/about-us/our-ethical-intentions-and-resolving-a-concern/>

and the rules of the Order can be consulted at the Priory or any other OBC temple.

If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator** at the following address:

Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW

Phone: 0300 999 3407

Email: complaints@fundraisingregulator.org.uk

Or if your complaint is related to an area other than fundraising and you do not feel satisfied you can contact **The Charity Commission** at the following address:

Charity Commission, PO Box 211, Bootle L20 7YX

Phone: 0300 066 9197

Website: <https://www.gov.uk/government/organisations/charity-commission>

Adoption and Review

Version 5.0 of this Complaints and Concerns Policy was adopted by the trustees of the Priory on 22 January 2025. It is reviewed by the trustees annually and updated as required.