



Registered Charity No:1155139

ATHULA DASSANA

MULTI – CULTURAL BUDDHIST COMMUNITY CENTRE

ADMCBCC Complaints Procedure

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

How to complain

The ADMCBCC would like to sort out any complaint as soon as possible. Many complaints can be resolved informally. In the first instance contact the ADMCBCC and, if you feel able, speak to one of the Trustees who will try to resolve the matter as soon as possible.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to Ven Kassapa Thero's residence:

Venerable Wanduramba Kassapa
President, Athula Dassana Multi-cultural Buddhist Community Centre
114, Hounslow Road, Hanworth, TW13 6QB
Tel: 0208 581 5477
e-mail: info@athuladassanatemple.org

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.



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Does this always happen?

In all cases, a complaint will be given full and fair consideration. However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Can you seek advice from elsewhere?

Yes. You can visit the charity commission website where you will be able to find further information and resources.

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