

This procedure applies to complaints about the centrally managed work of Britain Yearly Meeting, their staff and Trustees.

## Our commitment

We aim to:

- make sure complaints are as easy to make as possible
- treat your complaint seriously
- deal with your complaint promptly and in confidence
- learn from complaints and use them to review and improve our service

## What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When we communicate badly or don't reply to your requests
- When you receive a poor quality service
- When individual conduct from those representing Britain Yearly Meeting causes you concern (e.g. staff members, trustees)
- When you have not found us helpful

## How to make a complaint

We aim to resolve your complaint or problem as quickly as possible. Initially, please consider speaking to a relevant member of staff, telling them that you are making an informal complaint and explain:

- a. what is wrong and what has happened
- b. if you can, what you would like them to do to help

The member of staff will let you know what they are going to do and keep you informed. They will check that you are happy with their response, and with any resolution they propose.

If you are not happy with the response you receive to your informal complaint or you feel that your complaint is so serious it cannot be dealt with informally, you should make a formal complaint to the Recording Clerk's Office (RCO) in one of the ways listed below.

**By writing to:**

Complaints

Recording Clerk's Office

Friends House

173 Euston Road,  
London NW1 2BJ.

**By email** at [feedback@quaker.org.uk](mailto:feedback@quaker.org.uk) (please include "For attention of RCO complaints" in the email subject).

**By phone** to The Recording Clerk's Office (please ask for complaints) on 0207 663 1161.

**In person** at Friends House reception desk (please ask for RCO complaints).

If your complaint concerns the Recording Clerk, please indicate "For the attention of the Clerk of Trustees".

## Our response

If you have written or emailed, we will let you know that we have received it and tell you what will happen next. Your complaint will be fully investigated.

Complaints will be dealt with by a senior member of staff. Complaints concerning Britain Yearly Meeting Trustees or the Recording Clerk will be dealt with by the Clerk of Trustees. Complaints concerning the Clerk of Trustees will be dealt with by the Assistant Clerk of Trustees.

We will acknowledge receipt of your complaint within five working days.

We will normally issue a full response within ten working days. If this is not possible we will let you know within the ten days why that is.

If there is a delay in responding we will keep you informed of progress.

If you are unhappy with the response you can contact the Recording Clerk who will either investigate personally or ask another senior manager to do so.

If you are still unhappy with our response you can contact the Clerk of Britain Yearly Meeting Trustees, unless the complaint has already been dealt with by the Clerk or the Assistant Clerk of Trustees.

The Clerk of Trustees will not normally investigate a complaint unless the complaints procedure has been exhausted.

## Learning from complaints

We keep a register of complaints. Complaints other than those concerning Trustees are reviewed every quarter by Management Meeting (our senior management team), and once a year by our Audit Committee which is directly accountable to our Trustees. We use the register to help us improve our service and responsiveness. Our staff know that complaints we receive help us learn and improve our service.

## Comments

We are happy to receive any other comments on our service.

Please contact us in any of the ways mentioned above. Alternatively you can email us from the 'contact us' link at the foot of each page on our website.

