

# Lotus Flower Trust

UK Charity No 1127316

## COMPLAINTS POLICY

**This policy applies to all complaints that anyone may have in respect of any activities of Lotus Flower Trust ("LFT"), or any representative of LFT, including fundraising activities**

### Why have a policy?

At LFT we want to meet, and even surpass, your expectations. Without your support we would not be able to do our work of changing the lives of the desperately poor and abused children who live in the most remote and challenging parts of India. Despite our very best endeavours we know that there will be times when we do not meet the high standards at which we aim. If and when this happens we want to hear about it, deal with it and put in place any corrective measures to stop it happening again. We will therefore take your complaint very seriously and treat it as an opportunity to improve. The aim of this policy is to protect both our organisation, and any corporation or individual involved, from any incorrect or improper conduct.

### How do you make a complaint?

It is very simple. In the first instance, and except where indicated below, you should get in contact with our CEO, John Hunt. You can contact him in any way you like:

- John's landline telephone number is +44 1425 650493;
- John's mobile number is +44 7824 514135;
- John's email address is [johnhuntinfo@lotusflowertrust.org](mailto:johnhuntinfo@lotusflowertrust.org);
- John's postal address is Thatcher's Pond, Frogham, Fordingbridge, Hants, SP6 2HW

If your complaint is about John himself, or any Trustee of LFT, you should contact the Chairman of LFT, Sarah Branquinho, again in any way you like:

- Sarah's landline number is +44 208 624 4479;
- Sarah's mobile number is +44 7899 062775;
- Sarah's email address is [sarah.branquinho@wdfg.com](mailto:sarah.branquinho@wdfg.com);
- Sarah's postal address is Northcroft House, 29c Northcroft Road, Englefield Green, Surrey, TW20 0DP.

When writing, or emailing, please include your name, address (including email address) and contact telephone number, so that we can get back in touch with you quickly and easily

### **How long will it take?**

We endeavour to respond fully and conclusively to all complaints within 10 working days of receipt of the complaint. You will receive an acknowledgement within 5 working days. If possible we will deal with your complaint more quickly. If we think that it will take longer than 10 working days we will let you know.

Initially we will try to resolve the problem over the telephone. By doing this we have a greater chance of fully understanding all the issues. That should enable us to resolve the problem in a fast and effective way.

In more complex situations, where an immediate resolution is not possible, we will investigate the matter and get back to you as quickly as we can.

We will record your complaint and all action taken following and as a result of your complaint.

### **What will we do?**

- We will use all reasonable endeavours to answer your complaint to your reasonable satisfaction;
- We will always treat you with courtesy and respect;
- We will listen to what you say, keep you informed about progress, provide you with a prompt response where we can, and tell you who to go to if you want to escalate your complaint further;

### **When will we not respond to a complaint?**

- When a complaint is unrelated to LFT, or any of its activities;
- When a person unreasonably pursues a complaint that we have already dealt with in a manner which objectively is considered reasonable and sufficient;
- When a complainant is being abusive, prejudicial, or offensive, is harassing us or any of our staff or trustees, or is incoherent or illegible, all by objective reasonable standards;
- When a complaint has been sent to us and numerous other organisations as part of a bulk mailing;
- When the complainant insists on being anonymous;

### **Who else can help?**

We believe that John Hunt, or Sarah Branquinho will be able to deal with all reasonable complaints. If, however, you are dissatisfied by their response, then you can contact the Charity Commission at PO Box 1227, Liverpool, L69 3UG.

### **Our Pledge**

We treat all complaints as an opportunity to improve. We will always happily acknowledge any mistakes we have made, apologise for them and do everything possible to prevent them happening again.

Approved by the Trustees on [ 27 June] 2017

 ..... Chairman