



Navjivan Vadil Kendra

RECIPIENT: QUEEN'S AWARD FOR VOLUNTARY SERVICES 2015

Registered Charity No. 1121930

(An organisation to serve the needs of elderly, lonely and retired people)

All correspondence to Secretary:

Email: info@nvk.org.uk



Thursday Meetings at: Sattavis Patidar Centre, Forty Avenue, Wembley, Middx HA9 9PE

Disclaimer: Navjivan Vadil Kendra is not liable for any personal injury, accident or mishaps that may occur during any of its activities/events/outings

GRIEVANCE AND COMPLAINTS POLICY

Approved by: Executive Committee

Approval Date: 5 January 2026

Next Review Date: January 2027

Policy Owner: NVK Trustee Board

1. Purpose

The purpose of this policy is to ensure that grievances and complaints are handled:

- fairly
- transparently
- promptly
- independently
- in accordance with good governance principles

The charity is committed to resolving concerns at the earliest possible stage and learning from complaints to improve its services and governance.

2. Scope

This policy applies to:

- members
- volunteers
- trustees
- service users
- supporters

3. Definitions

A **grievance or complaint** is any expression of dissatisfaction, whether justified or not, about the charity's activities, decisions, conduct, or governance.

4. Raising a Grievance

4.1 How to submit a complaint

A grievance may be submitted:

- in writing by email to the Secretary at: info@nvk.org.uk (preferred), or
- verbally to the Secretary, who will record the complaint in writing and confirm its accuracy with the complainant.

4.2 Reporting a complaint

Complaints should normally be raised within **28 days** of the incident occurring.

The Executive Committee (EC) may, at its discretion, consider complaints submitted outside this timeframe where reasonable and in the interests of fairness

4.3 Alternative Reporting Route

Where a complaint concerns:

- the Secretary;
- a trustee or EC member; or
- there is a perceived conflict of interest, the complaint may be submitted directly to the President or another non-conflicted trustee.

Any trustee who is the subject of a complaint must formally step aside from all stages of consideration and decision-making.

5. Complaint Handling Process

5.1 Stage 1 – Acknowledgement

The charity will acknowledge receipt of a complaint within **14 working days** of receipt.

The acknowledgement will:

- confirm receipt
- outline the next steps
- confirm the anticipated timeframe for response
- identify the person responsible for handling the matter

If a delay is anticipated, the complainant will be informed of the reasons and provided with a revised timetable.

5.2 Stage 2 – Internal Investigation

The Executive Committee (excluding any conflicted individuals) will:

- commence investigation within **14 days of receipt of the grievance**.
- review all relevant evidence
- conduct enquiries or interviews where appropriate

A written response will be issued within **28 days of receipt of the complaint**, unless an extension is reasonably required.

The written response will:

- address each aspect of the complaint
- confirm findings (Upheld / Partially Upheld / Not Upheld)
- provide reasons for the decision
- set out any remedial action
- explain the right to request escalation

If additional time is required, the complainant will be informed before the deadline expires.

5.3 Stage 3 – Executive Committee Review

If dissatisfied with the Stage 2 outcome, the complainant may request a review within **28 days of receiving the decision**.

The Executive Committee (excluding conflicted members) will review:

- whether the investigation was fair and proportionate
- whether conclusions were reasonable based on the evidence

A written response will be issued within **20 working days** of receiving the escalation request.

5.4 Stage 4 – Referral to Grievance Panel (Independent Review)

5.4.1 Right of Referral

A complainant may request referral to the Grievance Panel where:

- they remain dissatisfied after Stage 3; or
- the complaint has not been resolved within **56 days of initial receipt**.

5.4.2 Composition of the Panel

The Grievance Panel shall consist of three individuals appointed by the Executive Committee who:

- have had no prior involvement in the matter
- have no conflict of interest
- Act independently and impartially

5.4.3 Role and Powers

The Panel will:

- Review all relevant documentation
- conduct further enquiries where necessary
- determine whether the complaint is **Upheld or Not Upheld**
- The Panel will issue a written decision within **28 days of referral**, unless extended for reasonable cause.
- The EC will accept the finding of the Grievance Panel (as to whether the complaint is Upheld or Not Upheld) and where possible follow the recommendations of the Grievance Panel for a resolution;
- There may be circumstances where this is not possible to do, including where trustees determine that the best interests of the charity would be undermined, or there are legal or constitutional restrictions preventing them from carrying out the recommendations. In that event, the trustees will work with the panel to determine a reasonable alternative solution that will be presented to the member.
- The finding of the Grievance Panel will be the final opinion on the grievance, and if the complaint is upheld but the EC cannot follow the recommend resolution (or come to an agreeable alternative solution), the EC will report this to Members at a general meeting in an anonymised manner so as to protect the identity of the complainant.

6. Status of Panel Findings

The Grievance Panel's finding (Upheld / Not Upheld) shall be final.

The Executive Committee will normally implement the Panel's recommendations.
In exceptional circumstances where recommendations cannot be implemented due to:

- Legal or constitutional restrictions; or
 - Trustees determining that implementation would not be in the charity's best interests,
- the Executive Committee must:

- Provide written reasons to the complainant
- Work with the Panel to identify a reasonable alternative solution

An anonymised summary may be reported to members at a General Meeting where appropriate.

7. Time Frames

	Action	Time Frame
1	Reporting a complaint	within 28 days of the incident occurring
2	Acknowledgement (Stage 1)	Within 14 working days of receipt
3	Commence investigation (Stage 2)	within 14 days of receipt of the grievance.
4	Written response of internal investigation decision (Stage 2)	Within 28 days of receipt of the complaint
5	review request of internal investigation - decision by the executive. Committee (Stage 3)	Within 28 days of receiving the decision.
6	Written response of Executive Committee (Stage 3)	Within 20 working days of escalation
7	Referral to the Grievance Panel (Stage 4)	Within 56 days of initial receipt
8	Grievance Panel decision (Stage 4)	Within 28 days of referral to the Grievance Panel

8. Confidentiality and Conduct

- All parties will treat each other with respect throughout the Grievance Process.
- To ensure an independent enquiry can be carried out, all parties are requested to treat the details of the complaint confidential.

9. Record Keeping and Oversight

The charity will:

- maintain a written log of all complaints
- record decisions and actions taken
- identify lessons learned
- provide trustee oversight of complaint trends and serious matters

10. Policy Review

This policy will be reviewed annually or sooner if required due to regulatory or operational changes.