



YESHURUN HEBREW CONGREGATION COMPLAINTS POLICY

At Yeshurun Hebrew Congregation we aim to treat all our members, supporters and users of our services with the highest level of care and respect. We endeavour to improve our services and aim to deal with complaints, efficiently, transparently and fairly.

We see the complaints process as a means of reviewing our practices and processes and thereby improving the services which we provide.

We define a complaint as a representation made to Yeshurun Hebrew Congregation from any person who believes that Yeshurun Hebrew Congregation has fallen short of the standard of service that that person reasonably expected to receive and who wishes to express their dissatisfaction.

The complaint should in the first instance be addressed in writing to the Synagogue Administrator and the Chair of the Synagogue. The Administrator, together with a Board Member, nominated by the Chair of the Synagogue will endeavour to deal with the complaint expeditiously. In the first instance an attempt will be made to deal with the complaint informally. If this is not possible a formal investigation will take place involving an investigation by at least 2 members of the Synagogue Board.

Where the Synagogue Board members and/or the Chair of the Synagogue are themselves the subject of the complaint, the complaint should be investigated by other Board Members not involved in the complaint. We will acknowledge all complaints within three working days after receipt and at the same time will provide you with an expected timetable for our response. We will keep you up to date during the investigation process. We will also provide you with a point of contact should you need to get in touch with us at any time during the process.

Following the investigation, the Board Members will make recommendations for the resolution of the complaint. We aim to provide you with a full response to your complaint within 20 working days from the date of the complaint, but complex cases may take longer.

Appeals

We hope that we can resolve your complaint in an efficient and satisfactory way but if you are not satisfied by the response, your complaint can be escalated to The Chair of the Synagogue who will decide whether any further action is needed.

Data Privacy:

To manage the complaints process effectively, Yeshurun Hebrew Congregation maintains a log of all complaints raised, including information about the complainant. If you would like further information, or have any concerns, about the information we may hold about you in this regard, please refer to our Privacy Policy.