



Complaints Procedure

Next review date: 15 May 2027

CONTEXT AND OVERVIEW

Introduction

In the charitable sector, building trust and demonstrating transparency are paramount. Donors, beneficiaries, stakeholders and volunteers alike need to feel confident that their interactions with our charity are positive and well-managed. A robust complaints policy is a vital tool for achieving this.

This policy goes beyond simply providing a mechanism to address grievances. It actively fosters an environment of accountability and continuous improvement.

Why this policy exists

Mizrachi UK is dedicated to providing the best possible experience. We understand that things don't always go according to plan, and we value your feedback. This Complaints Policy exists for two main reasons:

- **To Ensure Fairness and Transparency:** We take all concerns seriously and are committed to resolving them efficiently and fairly. This policy outlines a clear process for making a complaint, allowing you to voice your concerns and receive a transparent response.
- **To Continuously Improve:** We believe that every complaint presents an opportunity to learn and grow. By understanding your experience, we can identify areas for improvement and ensure we can continue to deliver exceptional service.

Policy scope

This Complaints Policy applies to all complaints regarding the activities, conduct, or services of Mizrachi UK. This includes, but is not limited to:

- **Service Delivery:** Complaints about the quality or delivery of our services, programmes, or projects.
- **Fundraising Practices:** Concerns about our fundraising methods, communication, or use of donations.
- **Staff Conduct:** Issues related to the behaviour or actions of our Trustees, staff or volunteers.



- **Decision Making:** Disagreements with decisions made by the charity that directly affect the complainant.
- **Governance:** Concerns about the charity's policies, procedures, or adherence to ethical standards.

Please note:

- This policy does not cover internal staff grievances, which are handled through a separate procedure.
- Complaints regarding serious criminal activity or fraud should be reported directly to the police.
- For employment-related matters, please refer to our staff handbook or relevant employment law procedures.

RESPONSIBILITIES

Overall Responsibility:

The ultimate responsibility for this Complaints Policy and its implementation lies with the Trustees of Mizrachi UK. The Trustees are committed to ensuring the policy is effectively communicated, readily available, and applied fairly and consistently.

Day-to-Day Management:

The day-to-day management of this policy is the responsibility of the Complaints Officer. This role may be held by a designated staff member or a member of the senior management team.

The Complaints Officer is responsible for:

- Receiving and acknowledging complaints.
- Overseeing the investigation process.
- Communicating with complainants throughout the process.
- Maintaining records of all complaints.
- Reporting on complaints trends to the Trustees.

Staff and Volunteer Responsibilities:

- All staff and volunteers of Mizrachi UK have a responsibility to be aware of this Complaints Policy and to treat complaints with respect and professionalism.
- Staff and volunteers should direct any complaints they receive to the Complaints Officer.



MAKING A COMPLAINT

There are several ways you can make a complaint:

- **In Writing:** Send your complaint by post to Mizrachi UK, 44a Albert Road, NW4 2SJ or by email to uk@mizrachi.org
- **By Phone:** Call us on 020 800 1948 and ask to speak to the Complaints Officer.
- **Online:** Submit your complaint through our online form

Your complaint should include the following details:

- Your name and contact information.
- A clear description of your complaint, including dates and names of any staff involved (if applicable).
- Any relevant documentation to support your complaint.

ACKNOWLEDGEMENT AND INVESTIGATION

- We will acknowledge receipt of your complaint within seven working days of receiving it. During Jewish holidays, this timeframe may be extended by three additional working days.
- A dedicated Complaints Officer will then investigate your complaint. This may involve contacting you for further information, reviewing relevant documents, and speaking to staff members involved.
- We will aim to resolve your complaint within ten working days of receiving it. During Jewish holidays, this timeframe may be extended by three additional working days. However, if the investigation is complex, we may need more time. We will keep you informed of any delays.

RESPONSE

We will provide you with a written response outlining:

- The outcome of our investigation.
- Any action we will take to address your complaint.
- Your right to appeal the decision.

APPEALS

- If you are not satisfied with the outcome of our investigation, you have the right to appeal. You should submit your appeal in writing to the Complaints Officer within seven working days of receiving our response. During Jewish holidays, this timeframe may be extended by three additional working days.
- The appeal will be reviewed by a senior member of staff who was not involved in the original investigation. You will be informed of the outcome of your appeal within seven



working days of receiving our response. During Jewish holidays, this timeframe may be extended by three additional working days.

EXTERNAL COMPLAINTS

- If you are not satisfied with the outcome of your appeal, you can complain to the Charity Commission
<https://www.gov.uk/government/organisations/charity-commission/about/complaints-procedure>.

CONFIDENTIALITY

- We will treat your complaint and all information you provide in the strictest confidence, in accordance with data protection legislation.

COMMITMENT TO IMPROVEMENT

- We will use all complaints as an opportunity to learn and improve our services. We will regularly review this policy to ensure it remains effective.