

## Complaints Process

**We hope that your engagement with Eurodiaconia will always be positive but if at any time you wish to raise a complaint you are welcome to do so using the following process.**

- **Stage 1**

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their line manager, so that he or she has a chance to put things right. If your complaint concerns a Supervisory Board member of Eurodiaconia, rather than a member of Eurodiaconia's staff, you should write formally to the Secretary General who will liaise with the Supervisory Board members concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

If the complaint concerns the Secretary General then it will be passed to the Chair of the Supervisory Board to deal with.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

Our contact details can be found on the Eurodiaconia Website and you can email [office@eurodiaconia.org](mailto:office@eurodiaconia.org)

- **Stage 2**

If you are not satisfied with the initial response to the complaint concerning a member of staff then you can write to Eurodiaconia's Secretary General and ask for your complaint and the response to be reviewed. You can expect the Secretary General to acknowledge your request within 4 working days of receipt and a response within 15 working days. If the complaint concerns the Secretary General then a response should be made to the Chair of the Supervisory Board who should then appoint another member of the Supervisory Board to review the complaint.

Eurodiaconia's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

- **Final Stage**

If you are not satisfied with the subsequent reply from the Secretary General, then you have the option of writing to the Chair of the Supervisory Board, stating the reason why you are dissatisfied with the outcome. This can be done using the same contact details on the Eurodiaconia website. You must do this within 10 days of receiving the written response from the Secretary General.

The Chair of the Supervisory Board (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

If your original complaint was against the Secretary General then or the Chair of the Supervisory Board, then the final stage will be handled by the Vice-Chair of the Supervisory Board.

***Process adopted and approved by the Eurodiaconia Supervisory Board March 2022***