

SSHJM Complaints Policy International Projects

OUR COMMITMENT TO YOU

The Sisters of the Sacred Hearts of Jesus and Mary is committed to ensuring that all our communications and dealings with our members, staff, the general public, our supporters and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. The charity welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- It is as easy as possible to make a complaint, where the need arises.
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response.
- We treat every complaint seriously, whether made by telephone, letter, email, or in person.
- We deal with any complaint quickly and politely.
- We respond accordingly e.g. with an explanation or apology where we have got things wrong, and with information on any action taken, etc.
- We learn from complaints, use them to improve, and monitor them at board level.

WHAT TO DO IF YOU HAVE A COMPLAINT

If you do have a complaint about any aspect of our work in **Zambia**, you can contact the Community Leader in writing or by telephone.

Position: Unit Leader for Zambia

Address: SSHJM Convent, 9061 Lake Road (P.O. Box 320080), Lusaka, Zambia

Telephone: +260 211 263073

Email: zamunit@sacredheartsjm.org

If you do have a complaint about any aspect of our work in **Uganda**, you can contact the Unit Leader in writing or by telephone.

Position: Unit Leader for Uganda

Address: SSHJM Convent, Upper Kauga, (P.O. Box 27) Mukono, Uganda

Telephone: +256 (0) 41 290326

Email: uganunit@sacredheartsjm.org

If you do have a complaint about any aspect of our work in the **Philippines**, you can contact the Unit Leader in writing or by telephone.

Position: Unit Leader for the Philippines

Address: SSHJM Convent, Basak Pardo, Cebu, Philippines

Telephone: +63 32 5203828

Email: philunit@sacredheartsjm.org

If you do have a complaint about any aspect of our work **Internationally**, you can contact the Congregational Leader in writing or by telephone.

Position: Congregational Leader

Address: Chigwell Convent, 803 Chigwell Road, Woodford Bridge, Essex, UK, IG8 8AU

Telephone: +44 020 8504 1624

Email: gensec@sacredheartsjm.org

Our offices are open 5 days a week, Monday – Friday from 9am to 5pm.

You can also fill out a complaints form attached hereto and email or post it to the relevant person. We ask that you complete this form within five working days of the incident or problem. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

WHAT HAPPENS NEXT?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within seven days and do everything we can to resolve it within twenty-one days. If this is not possible, we will explain why and give a new deadline. All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the board annually.

WHAT HAPPENS IF THE COMPLAINT IS NOT RESOLVED?

If you are not happy with our response, you may get in touch again by writing to the Chairperson of the Board who will ensure that your appeal is considered at board level. The Chairperson will respond within two weeks of this consideration by board members.

ACTING ON RESULTS

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

YOUR VOICE

We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

This Complaints Policy will be reviewed every three years or as appropriate.

SISTERS OF THE SACRED HEARTS OF JESUS AND MARY
COMPLAINTS FORM

Complaint / Concern Information

Date of Incident:

Time of Incident:

Location of Incident:

Please describe the specific act(s)

Are there others who have witnessed this incident? If so, please provide their name (s) and phone number (s)

Do you have any suggestion for proposed action to address or resolved the complaint / concern?

Do you have any additional information or comments?

I acknowledge that I have read this document and understand my obligation to provide information as needed and to cooperate fully and completely with any investigation of this complaint. Should it become necessary, I authorise the Charity to disclose my identity and / or details of this complaint.

Signature:

Name:

Date:

Address:

Email:

Phone No:

Received on behalf of the Charity:

SSHJM COMPLAINTS REGISTER						
Date	Complainant's Name (and Organisation where relevant)	Contact Number	Email/ Address	Nature / Details of Complaint	Comments and Follow-up action (Include name of employee responsible for follow-up)	Feedback from Complainant Status / Date finalised