



## Western Chan Fellowship CIO (“WCF”) Complaints Procedure

WCF teachers, staff and trustees are committed to ensuring that your experience with WCF is as supportive and beneficial as possible. We welcome your feedback in order to help us improve your experience of, and contact with, us. General feedback and suggestions may be offered at any time.

If there is any aspect of your experience of WCF that is not in accord with our published policies, or falls short of our undertakings, please bring this to our attention as soon as possible, and we will attempt to address it. If we are not able to resolve the situation to your satisfaction, you may bring a formal complaint.

A formal complaint can be made to the Secretary of WCF, who is responsible for investigating complaints. Complaints will be dealt with on a confidential basis and should be made in writing or by email, addressed to:

Email: [secretary@westernchanfellowship.org](mailto:secretary@westernchanfellowship.org)

*The Secretary  
Western Chan Fellowship CIO  
Office 7511  
PO Box 6945  
London W1A 6US*

Your complaint will be acknowledged in writing within 10 working days.

The Secretary will then decide if your complaint is an administrative or ethical matter. They will inform you of this decision in writing within 5 working days of acknowledgement.

### A. Administrative Complaints

These will include matters of finance and accommodation.

The Secretary will investigate your complaint, consulting as appropriate.

You will be informed of the outcome of the Secretary’s investigation within 15 working days of the acknowledgement of your complaint.

Our decision is final in relation to administrative complaints about WCF.

## B. Ethical Complaints

These will relate to matters in our Ethical Statement.

The Secretary will consult with you and the senior leadership of WCF. Others may also be consulted as appropriate.

The Secretary will then issue a full response within either 20 working days of the acknowledgement of your complaint or such longer period as may be agreed with you.

If you are not reasonably satisfied with the Secretary's response to your complaint, you may appeal to the Chair of WCF Trustees.

The Chair will promptly acknowledge your appeal in writing. (S)he will co-opt an independent third party and the two will review together both your complaint and the Secretary's response to it.

You will be kept fully informed of the review process.

The Chair will then, within 20 working days of receipt of your appeal, issue their resolution of your complaint and take such action as has been agreed with you or is otherwise necessary.

**Adopted by Western Chan Fellowship CIO– 20th June 2020**

## Flowchart

Western Chan Fellowship CIO

### Complaints Procedure

*approved - 20th June 2020*

