Complaints Policy and Procedure

Birmingham Turkish Centre (Birmingham Türk Merkezi)

Policy owner	Approved by trustees	Next review	Version
Secretary	October 2026	October 2028	1.0

1. Our commitment

Birmingham Turkish Centre (BTC) welcomes feedback, compliments and complaints. A complaint helps us put things right and improve. Anyone who uses our services, attends our activities, donates, or is affected by our work can complain. Complaints can be made in Turkish or English, and nobody will be treated less favourably for complaining.

2. What this policy covers

Any expression of dissatisfaction about our services, activities, staff, volunteers, trustees, premises or decisions.

It does **not** cover:

- Safeguarding concerns — report these straight away under our safeguarding policies.
- Whistleblowing by staff or volunteers — see the Whistleblowing Policy.
- Staff grievances — these follow the staff grievance procedure.

3. How to complain

- Speak to the person in charge of the activity, or the Projects Coordinator.
- Email: birminghamturkishcentre@gmail.com

- Write to: Complaints, Birmingham Turkish Centre, (NO ADDRESS YET)
- Use the complaints form available at reception and on our website.

Please tell us what happened, when, who was involved, and what you would like us to do. You can bring a friend or relative to help you, and we can arrange an interpreter.

4. Our procedure

Stage	Who deals with it	Timescale
Stage 1 — Informal	The person in charge or the Projects Coordinator tries to resolve it on the spot	Within 5 working days
Stage 2 — Formal	A written complaint is investigated by the Projects Coordinator or a trustee not involved	Acknowledged within 5 working days; full reply within 20 working days
Stage 3 — Appeal to trustees	If not satisfied, the complainant can ask for a review by a panel of two or three trustees not involved	Panel decision within 30 working days; this decision is final

If a complaint is about a trustee, the Chair handles it. If it is about the Chair, the Vice-Chair handles it.

5. If you are still not satisfied

If you believe BTC has not followed its own governing document or the law, or there is serious wrongdoing, you can contact the **Charity Commission for England and Wales** once our complaints process is complete. Complaints about how we handled personal data can be made to the **Information Commissioner's Office (ICO)**.

6. Confidentiality and records

Complaints are handled confidentially. We keep a complaints log recording the date, nature of complaint, outcome and any lessons learned. Trustees review the log at least twice a year.

7. Unreasonable behaviour

We will always treat complainants with respect and expect the same. Abusive, threatening or persistently unreasonable behaviour may lead us to limit contact, but we will still deal with any genuine new issue.

8. Review

This policy is reviewed every two years.

Signed (Chair of Trustees): _____ Date: 21 October 2026