Kerala Catholic Association of the UK Trust

21 Tilbury Road,
East Ham, London,
E6 6ED

Established: 1984

Company registration:
08010671
Charity registration:
1103811

Patron: Rt Rev Monsignor. Kevin Hale

Email:
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Website:
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President:
Edwin Thomas
Joint Secretaries:
Shajan Joseph, Terence Kabalias
Treasurer:
Sunil Pereira

Complaints Policy

Last review date	21 January 2026
Next review date	15 January 2028
Last updated by	Edwin Thomas

1. Introduction

Kerala Catholic Association of the UK (KCAUK) is a registered charity and company limited by guarantee. We are a volunteer run organisation with no employees. All activities are planned and delivered by elected directors and volunteers.

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2. Purpose of This Policy

This policy explains how anyone can raise a concern or complaint about KCAUK and how it will be handled. Our goal is to deal with complaints:

- Fairly
- Respectfully
- Quickly
- Confidentially

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3. What You Can Complain About

You can use this policy to complain about:

- The behaviour or actions of Directors or volunteers
- How an event or activity was run
- Decisions or processes that affect you

For safeguarding concerns, please use our separate **Safeguarding Policy**, as these matters must follow a different process.

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4. How to Make a Complaint

You can contact us by:

- Emailing the official KCAUK address
- Writing to the Secretary
- Telling a Director (they will write it down to ensure accuracy)

Please include:

- Your name and contact details
- What happened, when, and who was involved
- Any evidence (if available)
- What outcome you would like

Anonymous complaints will be reviewed but may limit what we can do.

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5. What Happens Next

Step 1: Acknowledgement

We will acknowledge your complaint within **7 days**.

Step 2: Review

Two Directors who are not involved will review the complaint.

Step 3: Investigation

If needed, they may: - Speak with you - Speak with others involved - Review evidence

Step 4: Outcome

We will tell you the outcome in writing. This could include: - An explanation - An apology - Changes to how we work - Action taken regarding volunteers or Directors

Step 5: Appeal

If you are unhappy with the decision, you can appeal within **14 days**. Another Director not involved earlier will review it. The appeal decision is final.

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6. When a Complaint Becomes a Serious Incident

Some complaints may be considered **serious incidents**. This means there is a significant risk of harm to:

- The public
- Beneficiaries or participants
- Volunteers or Directors
- KCAUK's finances, assets, or reputation

Examples include: - Safeguarding concerns

- Serious financial loss or fraud
- Serious harm to someone during a KCAUK activity
- Criminal behaviour
- Serious conflict between Directors affecting governance
- A pattern of complaints showing systemic problems

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7. How Serious Incidents Are Reported

The Board of Directors must report serious incidents to the **Charity Commission** as soon as they become aware of them.

The steps are:

1) Directors receive and review the complaint.
2) They decide if it meets the serious incident criteria.

3) If yes, the Chair or Secretary submits a Serious Incident Report to the Charity Commission.
4) KCAUK takes immediate steps to reduce risks and protect people.
5) Directors keep a record of what happened and actions taken.

This process follows Charity Commission guidance, including **CC3**, **CC48**, and the Serious Incident Reporting framework.

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8. Confidentiality

We will keep your information private and only share it with people who need to know in order to resolve the issue. All information is handled according to UK GDPR.

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9. Record Keeping

We will securely record: - Date of complaint - What it was about - Actions taken - Outcome

Records will be kept confidentially and for only as long as necessary.

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10. Review of This Policy

This policy will be reviewed **every two years** by the Board of Directors or sooner if needed.

Approved by the Board of Directors

Date: _____08/02/2026____