

**COMPLAINTS POLICY STATEMENT**  
**INTERNATIONAL SOCIETY FOR KRISHNA CONCIIOUSNESS**  
**BHAKTIVEDANTA MANOR**

ISKCON Bhaktivedanta Manor's Complaints Policy aims to ensure that the complaints process is flexible and responsive to the needs of individual complainants. It provides a clear, fair and easy to use complaints process to deal with any expression of dissatisfaction raised, and for these complaints to be thoroughly and effectively investigated.

**Purpose:**

The Policy exists to:

- Provide a fair complaints procedure which is clear and easy to use by anyone wishing to make a complaint;
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- Ensure that everyone at ISKCON Bhaktivedanta Manor knows what to do if a complaint is received;
- Make sure all complaints are investigated fairly and in a timely way;
- Ensure that complaints are, wherever possible, resolved and that relationships are repaired; and
- Gather information which helps us to improve what we do.

Note: The Policy does not cover complaints from staff. All staff should use ISKCON Bhaktivedanta Manor's Discipline and Grievance policies. For concerns or complaints pertaining to Safeguarding issues, refer to the *Safeguarding Policy*.

**The following complaints will not be dealt with:**

- a private matter between parties to a dispute, **except** where one of the parties to the dispute serves at ISKCON Bhaktivedanta Manor, or is a leader in ISKCON, for example travelling sanyasis or senior devotees associated with ISKCON;
- complaints where an incident in question has not taken place on ISKCON Bhaktivedanta Manor's premises; or
- complaints that do not involve an employee or volunteer of ISKCON Bhaktivedanta Manor.

**How to Complain**

A complaint can be received by email or in writing only.

By email: [complaints@krishnatemple.com](mailto:complaints@krishnatemple.com)

By post: Complaints Committee, ISKCON Bhaktivedanta Manor, Hilfield Lane, WD25 8EZ

You may also request the full version of the Complaints Policy by emailing [complaints@krishnatemple.com](mailto:complaints@krishnatemple.com)

**Confidentiality**

All complaint information will be handled sensitively and confidentially, informing only those who need to know, and in strict compliance with the relevant data protection legislation.

**Responsibility**

Overall responsibility for this policy and its implementation lies with the Senior Management Team.

**Review**

This policy is reviewed regularly and updated as required.