

**THE LIEUTENANCY OF ENGLAND AND WALES  
OF THE EQUESTRIAN ORDER OF THE HOLY SEPULCHRE OF JERUSALEM**

**COMPLAINTS POLICY**

**Our Complaints Policy**

The trustees have considered the guidance issued by the Commission on this topic.

We have a very high reputation in serving the Christians in the Holy Land. We realise that our reputation can only be maintained if we listen to and deal with any complaints that anyone may have about us fully, sympathetically, fairly and promptly.

We are committed therefore to listening to all those who have contact with us in pursuing our goals as well as those we are serving. We can learn from the help that our friends are offering us in giving us their comments and complaints but, more particularly, we are anxious to show that we heed and act upon such complaints.

As our Lieutenancy is a branch formed in England of an international charity we are also committed to following the guidance and satisfying the requirements of the UK Government Charity Commission.

**Our Complaints Procedure**

If you have a complaint or wish to make any comment about any aspect of our work, please contact us in the first instance by telephone, in writing or by email, giving a brief description of your concern. All our contact details are published on our website:

**[www.eohsj.org.uk](http://www.eohsj.org.uk)**

If your complaint concerns a safeguarding issue please address it directly to our Safeguarding Officer, or if the complaint concerns that officer, to the Chairman of Trustees. If your complaint concerns any other matter please refer it to the Almoner of your section, if you are a member, or if not, to either of the two Complaints Officers of the Lieutenancy whose detail appear on the Lieutenancy's website.

**What will happen next:-**

1. We will aim to acknowledge receipt of your complaint within three working days of your complaint being registered with us and we will advise you of this procedure.
2. Your complaint will be referred to one of our Trustees who is not referred to in the complaint. S/he will then investigate your complaint. We should always involve a

second Trustee, and are committed to doing so when the nature of the complaint would benefit from the specialist knowledge of any of them.

3. Within 21 days of acknowledging your complaint a more substantive, written response will be sent to you. Depending on the nature and extent of the complaint, we may instead or in addition, invite you to a meeting or propose a telephone discussion to help resolve your complaint.
4. If such a meeting takes place, we will write to you within five working days of the meeting to confirm what took place including any proposals discussed and any actions agreed.
5. If the complaint remains unresolved having completed the above process it will be referred to the next Trustees' meeting when the details of your concern, together with any relevant documentation, will be reviewed by the Board of Trustees.
6. After carefully considering the complaint the Trustees may invite you to a personal meeting and/or make suggestions for resolving the matter as soon as is reasonably possible.
7. There is no further internal procedure, but if you do not consider your complaint as been resolved you can contact our regulator, the UK Government Charity Commission.

A copy of this policy will appear on the Charity's website and will be reviewed annually.

**N.B.** Please note that the Charity reserves the right to decline to consider complaints relating to events which either occurred or came to the attention of the complainant more than 12 months before the complaint is made. The Charity may elect to consider late complaints if the complainant can give good reason for not making the complaint within a year of the event or if it is still possible to conduct a fair and effective investigation.

Signed:

Michael D Byrne

Position: Lieutenant

Date 17 September 2023