DARTFORD HINDU MANDIR

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Kent, United Kingdom

POLICIES AND PROCEDURES MANUAL

Company Number: 13344798

Complaints Policy

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Version 2.0 (UK Charity Compliance Edition)

Effective Date: June 2026 | Review Cycle: Annual

Section 12: Complaints Policy

- Complaints must be registered in the complaint box in the Mandir
- Complaints acknowledged within 7 days
- Investigated within 28 days
- Written outcome provided
- Appeals may be escalated to Trustees

All complaints will be handled fairly, promptly, and confidentially. The complainant will be kept informed throughout the process, and the outcome will be communicated in writing upon completion of the investigation.

End of Complaints Policy

Dartford Hindu Mandir, Kent