

## Statement of Intent for Dealing with Complaints

Sha'arei Tsedek: North London Reform Synagogue will endeavour to resolve any difficulties that arise with our members in a way befitting a Jewish community, with דרך ארץ - '*Derech Eretz*', translated as the way of the world, but also as proper behaviour and common decency.

We will assume that all problems that have arisen have been because of error or ignorance, rather than intent to cause hurt or harm. We will endeavour to resolve difficulties by talking about the problems as they arise with any complainant, apologising for any errors that we have unwillingly caused and taking action where necessary.

Sha'arei Tsedek Council may ask one of our Rabbis to assist with the conversations or delegate a Council Member unconnected with the problem to take the lead or the Chair of Council as appropriate.

Where it is not possible to resolve issues we will seek mediation by a third party, such as a Rabbi or Chair from another community who is willing to help.

We will aim to respond in a timely manner to the concerns of any member who has found it necessary to complain. Every complaint will be considered individually and responses will be specific, 'tailor-made' to individual circumstances.

This statement supersedes the previous 'Formal Complaints Procedure'.

Adopted by the Council of  
Sha'arei Tsedek: North London Reform Synagogue  
21 May 2014  
ל'א אייר תשע"ד



## **Guidelines for Making a Formal Complaint**

### **Informal Resolution**

It is hoped that complainants will, in the first instance, have sought to resolve their complaint informally, by raising their concerns with a member of the synagogue Council, in a private meeting, or by email.

*If the complaint remains unresolved:*

### **Making a Formal Complaint**

*Write it down:*

Write down the complaint as comprehensively and succinctly as possible, if possible identifying the subject of the complaint, and send this to the Chair of the Synagogue Council.

The Chair will acknowledge receipt of the complaint in writing, and will invite the complainant to meet with them, at a mutually agreed time, preferably within 10 days of receipt of the written complaint.

It is hoped that this meeting will resolve the complainant's issues.

*If the complaint remains unresolved:*

The Chair of the community will then appoint a panel of three Council members, preferably individuals un-associated with the substance of the complaint, one of whom will act as an Investigator.

In the case of a complaint against Council as a whole, the President of the Sha'arei Tsedek will act as the Investigator.

The Investigator will speak with the complainant and any/all others associated with the complaint; and if appropriate they will also review any relevant paperwork. The Investigator will then produce a report and will submit this to the Panel and to the complainant. This report will be produced within 15 working days of the Investigator's initial meeting with the complainant.

The panel will consider the report and will decide if the complaint should be upheld. Their decision will be presented in person to the complainant by the panel and the Investigator.

*If the complaint remains unresolved:*

As a means of appeal, the complainant can consider approaching MRJ for a mediator, in a final attempt to resolve matters.

*If the complaint remains unresolved, no further action is possible.*