



## **Ashok Tree Complaints Process**

The Ashok Tree aims to provide the best possible support and services in the communities where we operate. The Ashok Tree exists to provide hospitality-based services to our guests. Additionally, the Ashok Tree in collaboration with its charitable partners, Ashok Tree Foundation & Yogi Ashokananda Foundation, assist in delivering specific services in the community.

From time to time an individual or organisation may feel it has not had the best possible service that The Ashok Tree aims to provide. In such instances, it is important that a complaint is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.

### **Conciliation**

Anyone who is dissatisfied with any aspect of the work of the Ashok Tree should contact the Retreat Manager in the first instance. The Retreat Manager will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully this informal process can satisfy the majority of problems. The Retreat Manager will reply to complainant within fourteen days of receipt of complaint.

If the person making the complaint is not satisfied by the result of the above informal process we would welcome them using the following more formal procedures: -

### **Formal Complaints Procedure**

#### **1 First Stage**

- 1.1 Any complaint should be communicated to the Retreat Manager of the Ashok Tree, or to the Property Manager if the complaint is about the Retreat Manager.
- 1.2 The Ashok Tree will acknowledge in writing (identifying the complaint) receipt of the complaint within three working days.
- 1.3 The Retreat Manager (or Property Manager) shall investigate all circumstances leading to the complaint and ensure that the Ashok Tree Complaints Form is completed.
- 1.2 The Retreat Manager (or Property Manager) shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within twenty-one days unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.



## 2. Second Stage

- 2.1 If the complainant is dissatisfied with the results of the enquiry and/or corrective action taken, they have a right to put their case (in person if they wish) to the Property Manager of the Ashok Tree.
- 2.2 The Property Manager shall undertake any further enquiries and report the decision to the complainant within thirty days.

## 3. Third Stage

- 3.1 If the complainant is dissatisfied with the decision of the Property Manager they have a right to put their case to the Property Owner who would be set up an Appeal Sub Committee comprising of least two of the Ashok Tree Management Team.
- 3.2 The Appeal Sub Committee should undertake an investigation of the complaint and produce recommendations for the Ashok Tree Board.
- 3.3 The Ashok Tree Board will take a final decision on the complaint.

All complaints and positive feedback to the Ashok Tree will be fully recorded and a report made to the Board on any complaints dealt with via this procedure. A written record will be retained of complaints.

Signed:

Position:

Date:

Review Date:



## Ashok Tree Complaints Form

To proceed with a complaint please complete this form and return to the Retreat Manager at the Ashok Tree. This form will enable the complaint to be dealt with appropriately.

Your name:

Your contact telephone  
number:

Your e-mail address:

Your Address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Incident



Please give details of your complaint, stating names of Ashok Tree Foundation contact wherever possible. Please continue on a separate sheet if necessary

If you have already verbally spoken to the Ashok Tree Foundation contact regarding your complaint please give their name:

What do you think should be done to put things right?

Please note that in investigating your complaint the Ashok Tree Foundation may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:

Date:



For Office Use

Date Received:

Date Acknowledgement Sent:

Date Outcome of investigation  
Communicated to complainant:

Outcome of the complaint:

Property Manager Signature:

Date: