



THE GOOD SHEPHERD AGRICULTURAL MISSION

COMPLAINTS POLICY

The Good Shepherd Agricultural Mission is a registered charity operating under the Societies Registration Act, 1860 in District Champawat, Uttarakhand, India.

As a registered charity, we are committed to delivering a high quality experience for all those we work with, from the individuals under our care to funding organisations, individuals and business partners.

We encourage anyone with comments or complaints about our products or services to contact us.

The GSAM is committed to:

- taking all comments and complaints seriously and investigating them proportionately and appropriately
- ensuring that its staff, children and volunteers are aware of the complaints policy and are clear about their responsibilities when handling, resolving and reporting on complaints
- apologising when a mistake has been made, explaining what has happened and what will be done next and taking action to remedy situations wherever practical
- drawing upon complaints and feedback to identify how we can improve

We will provide adequate and appropriate resources to implement this policy and will ensure it is communicated and understood.

The GSAM will review this policy statement annually during its Annual General Body Meeting to reflect new legal and regulatory developments and ensure good practice.

This global policy statement was approved by Warwick Shipway, Director, in March 2019 and is due for review in March 2020.