



Quaker Service Sweden

The Swedish Friends Service Organisation

Quaker Service Sweden's Complaints Policy

This policy relates to complaints about Quaker Service Sweden's (QSS) work, individual board members, or any suspected irregularities in any of the organisations or projects that QSS supports. QSS also has policies for anticorruption and whistleblowing. For more information please refer to <https://www.kvakare.se/in-english/quaker-service-sweden/>.

Our aim is to:

- Ensure that complaints are easy to report.
- Deal with complaints as quickly as possible and in a confidential way.
- Take complaints seriously and manage them with respect (see the extract from Advices and Queries, below).
- Learn from complaints in order to make our work even better.

What is a complaint?

A complaint is when someone tells us that our work or way of acting or behaving is below standard. For example, this could be if QSS gives incorrect information, does not deliver in time, communicates in an incorrect way, if our work does not live up to the quality that is expected from us, if a board member's behaviour is regarded as unreasonable or irresponsible, or if we have not been helpful. It can also include a complaint against any suspected irregularities in a project or organisation that QSS supports.

How do you report a complaint?

Our aim is to solve the problem as quickly as possible. Complaints can be sent to the QSS clerk at kvakarhjalpen@kvakare.se in any of the languages used by the organisations that QSS supports. The clerk will respond within a reasonable timeframe, provide information about the procedure for correcting the problem and the action that will be taken. Those making complaints can choose to give their name or remain anonymous.

Our guidance comes from Advices and Queries (Quakers in Britain)

17. Do you respect that of God in everyone though it may be expressed in unfamiliar ways or be difficult to discern? Each of us has a particular experience of God and each must find the way to be true to it. When words are strange or disturbing to you, try to sense where they come from and what has nourished the lives of others. Listen patiently and seek the truth which other people's opinions may contain for you. Avoid hurtful criticism and provocative language. Do not allow the strength of your convictions to betray you into making statements or allegations that are unfair or untrue. Think it possible that you may be mistaken.