



Stratherrick & Foyers Community Trust Complaints Policy and Procedure

COMPLAINTS POLICY

The Trust is committed to providing a high-level service both to the Community and to its Funders. If anyone does not receive satisfaction from the Trust we need them to tell us about it. This will help us to improve our standards.

COMPLAINTS PROCEDURE

If anyone has a complaint, we will ask them to contact either the Chairperson or the Administrator, both of whose contact details can be found on the website. Should, for any reason, neither of the two persons above be available, then one other Director will take responsibility for managing the complaint process. For the avoidance of doubt, it will always be the Board who take ultimate responsibility for managing the complaint and not any Contractor. The word 'we' below refers to the Board of Directors, as represented during the complaint process, by one or more Directors as deemed appropriate.

Next Steps

1. We will contact the person acknowledging their complaint and asking them to confirm or explain the details set out. We will also let them know the name of the person who will be dealing with their complaint. They can expect to receive our contact within five working days of us receiving their complaint.
2. We will record their complaint in our Document register within a day of having received it.
3. We will acknowledge their reply to our acknowledgment letter and confirm what will happen next. They can expect to receive our acknowledgement letter within five working days of their reply.
4. We will then start to investigate their complaint which, depending on the circumstances, may involve speaking with other Directors or members of the public.
5. We will then invite them to discuss and hopefully resolve their complaint with us and will do this within five working days of the end of our investigation.
6. Within two days of the discussion we will write to them to confirm what took place and any solutions we have agreed with them. If they do not want a discussion or if, for any reason, it is not possible to have one, we will send them a detailed reply to their complaint. This will include our suggestions for resolving the matter. We will do this within five working days of completing our investigation. We will endeavour to complete our investigation within twenty-eight working days although delays may occur

that are outside of our control (e.g. the efficiency of third party communication, etc.) and if we have to change any of the time scales above, we will let them know and explain why.

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