



Complaints Policy

DRAFT v10012020

Introduction

This document aims to help you understand the complaints procedure managed by the trustees of the Arun Countryside Trust CIO.

What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of facilities, safety of the public, the handling of a particular situation or issue or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

All complaints should be sent toCHAIR..... (designated person) who will address the issue and respond in writing. If you are not happy with the response, then you will be invited to address your complaint to the whole committee of trustees, who will listen to your concerns, consider the issues and whether responses and actions were appropriate. The committee will then decide on any further actions.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a member of the public would be dealt with immediately notice is received.



Complaints Form

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

1. Name and Organisation (if applicable):

2. Address (including post code):

3. Telephone: E-mail:

4. Tell us about your complaint, clearly outlining:

4a. Why are you not satisfied?

4b. What do you want us to do to put things right?

5. Have you tried to resolve your complaint before?

If "yes", when? If "yes", how?

6. Any other comments?

Signed.....

Print name

Organisation (If applicable).....

Date.....