

Complaints Policy

If for any reason you are unhappy with any of *[insert name of organisation]* services, the following tells you what you can do to help *[insert name of organisation]* improve its service to you.

Not satisfied?

Talk or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

Still not happy?

Put your complaint in writing to *[insert title or name of person in organisation eg Chief Officer]*, or, if your complaint is against that person, the Chair of the Trustees.

What will happen next?

In normal circumstances you will receive a written reply within 10 working days of receipt of your complaint.

Still not satisfied?

Write to *[insert title or name of person in organisation eg Chief Officer]* asking that the matter be placed on the agenda of the Board of Trustees at its next meeting. Such a request will, in normal circumstances, be acknowledged within 5 working days of receiving it.

What happens then?

The Board of Trustees at its next meeting will discuss the complaint and *[insert title or name of person in organisation eg Chief Officer]* will then reply to you within 5 working days of the meeting. The decision of the Board of Trustees will be final.