

## Complaints Policy

### 1. Policy statement

Collings Park Trust (CPT) takes any and all complaints seriously and welcomes all feedback. We will process all complaints efficiently and fairly, using the process noted below to try to resolve and learn from any mistakes or disputes.

### 2. Making a complaint

A complaint should be made in writing to the chair of the management committee. Any complaint should note:

- Reason for the complaint
- Who or what from CPT was involved
- When this happened
- If possible, what would be useful to resolve the problem

### 3. Responding to complaints

3.1 In the first instance, the chair of the management committee will appoint someone relevant from the committee (and not named in the complaint) to respond in writing within 14 days. This response may simply acknowledge the complaint and explain the process, such as by sharing this Complaints policy.

3.2 The person representing CPT to process the complaint will then liaise with the person making the complaint and anyone named within it to learn more. The aim will be to resolve any issues, where possible, amicably. Where explanation or mediation is sufficient, a letter will be sent to acknowledge that conclusion.

3.3 Where explanation or mediation is not sufficient, the person responding may liaise with others to better understand or try to resolve the problem, making a recommendation to the committee if necessary, such as if procedures or practice need to be changed. The complainant will be kept informed of the results of that investigation.

- 3.4 If this not does resolve matters, the person making the complaint can ask for it to be taken further. In this case, the chair of the committee will discuss the matter with a member of the Board of Trustees, either or both of them then responding. This may be by reviewing the complaint and CPT's initial response to it. That may mean trying a different approach or deciding the response was sufficient. At all times the intention is to understand and learn from the cause of complaint and to achieve a degree of settlement with the complainant. The person making the complaint is to be kept informed at each stage.
- 3.5 The expectation is that any complaint would be resolved or closed by this stage; but the final resort is the matter going to the full Board of Trustees, which would then review the matter.

#### **4. Recording**

Every complaint will:

- Be filed as a serious matter in its own right
- Be recorded via correspondence and meeting notes
- Be added to the organisation's complaints log (held with the complaints files)
- Be noted for the board

#### **5. Learning**

The Board of Trustees will undertake to ensure that any learning from a complaint takes place, along with necessary changes, these being communicated to and via the management committee.

CPT/Jul2017