



FARNDON COMMUNITY TRUST – COMPLAINTS POLICY

1. The Trustees of Farndon Community Trust (FCT) welcome comments, concerns, suggestions and complaints, looking at this as an opportunity to learn, adapt and improve the quality of the service the organisation provides.
2. The aim of this policy is to ensure that any formal dissatisfaction is:
 - Fully investigated and dealt with consistently, fairly, sensitively and within clear time frames
 - Handled, wherever possible, in a confidential manner
 - Addressed at the earliest possible stage and in the most appropriate manner
 - Taken seriouslyIn addition, it must be ensured, that the complainant is treated with respect and the complaints process is accessible to all users of Farndon Community Club.
3. A complaint is any dissatisfaction, whether justified or not, where the complainant feels that FCT has:
 - Failed to provide a service or an acceptable standard of service
 - Made a mistake in the way it has provided a service
 - Failed to act in a proper way
 - Provided an unfair service
4. A complaint may come into FCT by any of the following methods:
 - Email
 - Website
 - Social media channels
 - Post
 - Telephone call
 - Face to face
5. Responsibilities:
 - The person receiving the complaint (usually a trustee, but may be a member of staff or a volunteer) shall:
 - i. try to resolve it, if possible, at the time it is received. If it requires further investigation or escalation, then it should be resolved within 7 days
 - ii. know when to refer on or escalate a complaint for resolution
 - iii. be the one to maintain contact with the complainant, unless it has been referred to a trustee or escalated to the Chair for resolution
 - Trustees are responsible for discussing and reviewing complaints and making the necessary changes in policies and procedures
 - The Chair is responsible for:

- i. this policy
 - ii. the overseeing of all complaints and complaints handling
 - iii. reporting of complaints to the monthly trustees meeting.
6. The policy will be promoted, made available on the Club's website and be mandatory for everyone involved in FCT operations and related events and activities. Failure to comply with the policy will be addressed without delay and may result in dismissal or exclusion from the Club.
7. The policy will be reviewed 12 months after inception and then every three years, or in the following circumstances:
 - Changes in legislation and/or government guidance
 - As a result of any other significant change or event
8. Signed on behalf of the Trustees of Farndon Community Trust:

Signed:
(Chairman)

Name: Robert Caddy

Date: June 2022

Signed:
(Secretary)

Name: Deborah Molony

Date: June 2022