

# The Adnams Community Trust Complaints Policy

The Adnams Community Trust views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

## Our policy is to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- make sure everyone at The Adnams Community Trust knows what to do if a complaint is received
- make sure all complaints are investigated fairly and in a timely way
- make sure that complaints are, wherever possible, resolved and that relationships are repaired
- gather information which helps us to improve what we do

## Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Adnams Community Trust.

#### Where complaints come from

Complaints may come from organisations applying for grants, organisations which have been unsuccessful in applying for a grant or donors to the Adnams Community Trust.

A complaint can be received verbally, by phone, by email or in writing.

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

#### Responsibility

Overall responsibility for this policy and its implementation lies with the trustees of the Adnams Community Trust.

#### Review

This policy is reviewed regularly and updated as required.

# The Adnams Community Trust Complaints Procedure

### Publicised contact details for complaints

Written complaints may be sent to The Adnams Community Trust at Sole Bay Brewery, Southwold, IP18 6JW or by email, <a href="mailto:communitytrust@adnams.co.uk">communitytrust@adnams.co.uk</a>. Verbal complaints may be made by phone to 01502 727200 or in person to The Adnams Community Trust Administrator or the trustees.

### Receiving complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

A record needs to be made of complaints received by telephone or in person. The person who receives a phone or in-person complaint should:

- write down the facts of the complaint
- take the complainant's name, address and telephone number
- note down the relationship of the complainant to the Adnams Community Trust
- inform the complainant that we have a complaints procedure
- inform the complainant what will happen next and how long it will take
- where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

# Resolving complaints

#### Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Adnams Community Trust Administrator within one week.

On receiving the complaint, the Adnams Community Trust Administrator should record it in the complaints log. If it has not already been resolved, they should investigate it and take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within ten working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this Complaints Policy should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed or a meeting of the Adnams Community Trust trustees needs to take place, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the investigation.

#### Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the Adnams Community Trust trustees. At this stage, the complaint will be passed to the Chair of the Adnams Community Trust.

The request for a review by the trustees of the Adnams Community Trust should be acknowledged within ten working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed or a trustee meeting needs to be held, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of theinvestigation.

The decision taken at this stage is final, unless the trustees decide it is appropriate to seek external assistance with resolution.

#### External Stage

The complainant can complain to the Charity Commission at any stage <a href="https://www.gov.uk/complain-about-charity">https://www.gov.uk/complain-about-charity</a>

### Variation of the Complaints Procedure

The trustees may vary the procedure for good reason. This may be necessary to avoid a conflict of interest - for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Reviewed January 2024