

CADBURY BARN TRUST

Complaints Procedure

Our Complaints Policy

We are committed to providing a high-quality service to all participants, contractors, funders and partners. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details given at the end of this procedure. We will use reasonable endeavours to resolve your complaint within eight weeks.

What will happen next?

1. We will send you a letter/email acknowledging receipt of your complaint within five days of receiving it, enclosing a copy of this procedure.
2. A Trustee will then investigate your complaint by speaking to those involved in the complaint.
3. The Trustee will then invite you to a meeting to discuss and, hopefully, resolve your complaint. This meeting may be face-to-face or on video conference. This will be done within 14 days of sending the acknowledgement letter/email.
4. Within three days of the meeting, the Trustee will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or if it is not possible, the Trustee will send you a detailed written reply to your complaint, including suggestions for resolving the matter. This will be done within 21 days of sending you the acknowledgement letter/email.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Trustee unconnected with the matter to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Please contact the Chair on 07968 325639

**If the complaint is about the Chair please email
cadburybarnmanager@gmail.com**

Approved by the Board of Trustees on 5 December 2022

Review date: December 2024