

# The Sharpham Trust Complaints Policy



## ***Our Complaints Procedure***

The Sharpham 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 where possible.

Our policy is:

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

If you have a complaint you can contact the Sharpham Trust by phone, email or letter.

To help us investigate and address the nature of the complaint, please provide us with as much information as possible. This should include:

- The reason for or nature of the complaint
- Where and when what you are complaining about happened
- The name(s) of any parties involved
- What outcome you would like though we are not obliged to resolve the complaint in that way.
- Your contact details: name, telephone number and/or email address.

Who you should contact within The Sharpham Trust depends on how you decide to make contact, and on who you wish to make the complaint to. We have indicated below who you can contact.

## **Verbal Complaints**

You can make a complaint by phoning us on 01803 732055 or visit us in person during office hours (normally 9 am - 3 pm) and ask to speak to the Trust Administrator or relevant Manager and they will either speak to you about the complaint or arrange for the appropriate person to speak to you.

If you do not feel that you can approach us verbally for any reason, you can instead write to us as follows.

## **Complaints in Writing**

If you would prefer to write to us, please do so either by letter addressed to the relevant Manager or Trust Administrator, The Sharpham Trust, Sharpham House, Ashprington, Totnes, Devon, TQ9 7UT or by email to the Trust Administrator at [admin@sharphamtrust.org](mailto:admin@sharphamtrust.org).

We will always try to resolve your problem informally in the first instance. However, if you are still unsatisfied you are welcome to use our formal complaints procedure, detailed below.

## **First Stage of our formal complaints procedure**

We will try to resolve the problem immediately but if we cannot do this, for example, if we need to investigate the complaint, we will acknowledge your complaint within the following timescale:

- By phone or in person on the same day if you phone us or contact us in person
- By email within 3 working days
- By letter within 3 working days (but allow for 2 days for postal delivery)

Once a formal complaint is received it will be dealt with as follows:

<u>Who the complaint is about</u>	<u>Investigate, Deal with and Respond</u>
Any member of staff apart from the Director or any Trustee	Manager or Director
Manager	Director
Volunteer	Volunteer and Engagement Officer/Director
Director	Chair of Trustees
Any Trustee	Chair of Trustees
Chair of Trustees	Vice-Chair of Trustees

Our acknowledgement will inform you who will contact you either with an update or definitive reply. You should receive that definitive response within 10 working days. If this is not possible because for example, the investigation has not been concluded a progress report will be sent with an indication of when a full reply will be forthcoming.

### **Second Stage**

If for any reason you are not happy with the resolution to your complaint under the First Stage procedure outlined above and you wish to take your complaint further, you may write to: Chair of Trustees, The Sharpham Trust, Sharpham House, Ashprington, Totnes, Devon, TQ9 7UT within 5 working days of receipt of the definitive reply at the First Stage.

Please set out clearly the details of why you are dissatisfied with our response under the First Stage and what you would like us to do to put things right. We will acknowledge your complaint within 3 working days of receipt.

Your case will then be passed to one of the Trustees (not including any Trustee about whom the complaint is made or who may have investigated and responded to you under the First Stage). They will investigate your complaint and will contact you with their conclusions and the decision taken within 10 working days. The decision taken at this stage is final.

### The Fundraising Regulator

If your complaint is about our fund raising activities and you are not satisfied with our response, you are entitled to take your complaint to the Fundraising Regulator. This body works to ensure charities raising money from the public do so honestly and properly. Their contact details are:

Fundraising Regulator, 2<sup>nd</sup> Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Telephone: 0300 999 3407

Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

Website: <https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/>

### Charity Commission

If your complaint is about any other aspect of our work, other than our fundraising work or activities, you may wish to contact the Charity Commission. However, we suggest that, before you do so, you consider contacting the Charity Commission in the first instance rather than ourselves as it has guidance on its website as to when to direct complaints to a charity or to the Charity Commission. Their contact details are:

Charity Commission, PO Box 211, Bootle, L20 7YX

Tel: 03000 66 9197

Website: <https://www.gov.uk/government/publications/complaints-about-charities/complaints-about-charities>