



Complaints Policy and Procedure

We want to find out about things that have gone wrong so we can put the right, and prevent the same things going wrong in the future.

Some concerns raised will be informal and we aim to deal with these quickly. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Policy

We aim to ensure that:

- making a complaint is as easy as possible;
- we deal with it promptly, politely and when appropriate confidentially;
- we respond in the appropriate way: for example, with an explanation, or an apology, or information on any action taken;
- we learn from complaints and use them to improve the performance of the charity.

To help get this right we need the person making the complaint to:

- understand that making a complaint triggers a more formal process than a comment
- provide sufficient information for us to be able to understand the complaint, its cause, and a potential resolution
- be willing to be contacted and engage in the complaints process if necessary.

Complaints should provide name, address and contact telephone number.

It is helpful if the complainant can let us know how they think the matter could be resolved.

Complaints made in writing should be sent to the Millennium Green Trust, c/o 24 Bungay Road, Halesworth, IP19 8HW or by e-mail at thegreen@halesworth.net

Procedure

1. If the issue cannot be resolved informally and the complainant wishes to make a formal complaint they should request, or should be sent, a copy of this Complaints Policy and Procedure.

2. If we hear nothing further from the complainant within 4 weeks of sending we will regard the complaint to be closed.
3. Whether or not the complaint has been resolved, the complaint information should be passed to the Trustees within one week.
4. If it has not already been resolved, it must be recorded and a Trustee or other appropriate person will be nominated to investigate it and to take appropriate action in accordance with this procedure.
5. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
6. Complaints should be acknowledged to the complainant by the person handling the complaint within one week of Trustees receiving the information. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. If not already supplied, a copy of this Complaints Policy and Procedure should be attached.
7. Ideally complainants should receive a definitive reply within 4 weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
8. Whether the complaint is found to be 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 complaint.
9. The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk

Variation of the complaints procedure

10. The Trustees may vary the procedure for good reason, for example, to avoid a conflict of interest. Any variation will be communicated to the complainant without delay.

Confidentiality

11. All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. However the circumstances giving rise to the complaint may be such that it may not be possible to

maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

Monitoring and learning from complaints

11. Complaints are reviewed occasionally to identify any trends which may indicate a need to take further action.