



Filby Lands & Conservation Trust

Complaints Policy

1. Introduction

1.1. Filby Lands & Conservation Trust is committed to maintaining its strong relationship with members of the local community.

1.2. The Committee is open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims.

1.3. If any member of the local community is unhappy about the standard of service provided, the quality of the Trust's works, the safety of users, the handling of a particular situation or issue, or any other matter, the Committee would wish to consider rectifying this.

1.4. Filby Lands & Conservation Trust is committed to equality and diversity and takes complaints about discrimination very seriously.

1.5. The adoption of a clear complaints procedure will help the Committee to ensure that complaints are resolved quickly and smoothly and as soon after the misunderstanding or problem as possible.

2. Procedure for Handling Complaints

2.1. Filby Lands & Conservation Trust believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

2.2. The Committee aims to acknowledge formal complaints within five working days and give a full response to complainants within two weeks. If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

2.3. All safety concerns that would endanger a user of the facilities will be dealt with immediately and should be raised with any member of the Filby Playing Field Committee who should act in order to reduce or remove the risk.

2.4. Filby Lands & Conservation Trust will take every complaint seriously and will treat everyone who complains with respect and courtesy.

3. Stage One: Informal Complaints

3.1. Informal complaints should be raised with the Chairman. The relevant contact details can be found on the Filby Lands & Conservation Trust <http://www.filbyconservation.org.uk>.

3.2. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

3.3. A record will be made of any complaint and reported to the Committee at an appropriate time. The Chair will consider whether any such report should be on an anonymous basis.

4. Stage Two: Formal Complaints

4.1. Formal complaints should be made in writing to the Secretary and again the relevant contact details can be found on the Filby Lands & Conservation Trust website <http://www.filbyconservation.org.uk> or on the notice board within the Hall. Formal complaints will normally be investigated by the Secretary and the Chair in the first instance and they will consult with such other members of the Committee as they feel appropriate.

4.2. If the complaint directly concerns the Secretary complainants should write to the Chair, who will consult with the rest of the committee members.

4.3. A written response will be given to all formal complaints.

4.4. If a complainant feels that their complaint has not been dealt with satisfactorily, they may request a meeting with the full Committee which will normally be arranged for the next scheduled meeting.

5. Monitoring, Evaluation and Review

5.1. The Filby Lands & Conservation Trust will annually review the outcome of all complaints to ensure the continued improvement of the services provided.

Signed for and on behalf of Filby Lands & Conservation Trust ...

Chair

Secretary

Date