

River Worth Friends

Complaints Policy

River Worth Friends wants everyone involved in our activities and all those we have contact with to be happy with what we do and how we conduct ourselves. However, we recognise that from time to time there may be occasions when people feel that what we do falls short of what they could reasonably expect.

Everyone's continuing goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints quickly and usually informally.

In the first instance any complaints or concerns should be raised directly with the trustee, volunteer or activity leader concerned.

If informal communication does not resolve the problem the procedure outlined below can be followed.

How to complain:

A complaint can be made either in person, or by telephone, fax, letter or email to either the Chair or Secretary. At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

The Chair is Laura Bates (lauraannbates@outlook.com) and the Secretary is Sue Patchett (suepatchett55@yahoo.com).

The Chair or Secretary will acknowledge, in writing within ten working days, the receipt of the complaint.

This is what River Worth Friends will do:

If the complaint is about the Chair, the Secretary will refer to complaint to the other Trustees for investigation.

Otherwise the Chair will investigate the circumstances leading to the complaint and will communicate the results of the investigation, and any proposed remedial action, to the complainant within a reasonable time, normally within 20 working days of the complaint being received.

The complainant will have the right, if dissatisfied with the results of the enquiry, to put their case, in writing, to the Trustees. The decision of Trustees will be final.

The Chair will inform the Trustees of the outcomes of all complaints at Trustees' meetings.

Adopted by the Trustees on 23 September 2024