



## Complaints Policy

### Policy Statement

We believe that our members, volunteers and visitors are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve and will give prompt and serious attention to any concerns about how we operate. However, we recognise that from time to time, users of our services may feel that the quality or level of service is less than they could reasonably expect. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied. We aim to bring all concerns to a satisfactory conclusion for all parties involved.

### Making a complaint:

#### Stage 1:

Discuss your concern with a member of staff. Most concerns should be resolved amicably and informally at this stage.

#### Stage 2:

If concerns are not resolved at Stage 1, send your complaint in writing (letter or email) or other recorded form (audio tape) to the Charity Manager who will respond in writing within 14 working days to acknowledge receipt of your complaint. If your complaint concerns the Charity Manager, please send your complaint to the Chair of the Board of Trustees. Please send to: **Rotherfield St Martin, Memorial Institute, North Street, Rotherfield, East Sussex TN6 3LX or email (if for Charity Managers attention) to [office@rotherfieldstmartin.org.uk](mailto:office@rotherfieldstmartin.org.uk).**

The Charity Manager will discuss the complaint with necessary members of staff/volunteers and with the Chair of the Board of Trustees and together they will investigate the circumstances leading to the complaint. The Chair may delegate another trustee or group of trustees to investigate complaints on their behalf. If the complaint concerns the Chair, the Charity Manager will discuss with another member of the Board of Trustees.

The Charity Manager will write to you within 21 working days to advise the outcome of the investigation, whether it is felt that your complaint was justified and if so, what will happen next to satisfactorily resolve matters.

Where appropriate the Chair of the Board of Trustees on behalf of Rotherfield St Martin, will send you a written apology.

If you are not satisfied you have the right to appeal. You will be invited to a meeting to put your case personally, to the Chair and two members of the Board of Trustees. After careful consideration, they will decide how to next proceed.

If you are still not satisfied, you can contact the Charity Commission at PO Box 211, Bootle L20 7YX or for further information please visit <https://www.gov.uk/complain-about-charity>

The Charity Manager will advise the Board of Trustees at each quarterly meeting of any concerns/complaints that have been received, what they involved and how they have been resolved.

**Our commitments:**

This policy was written/reviewed by	Staff: Vicky Cheeseman
Adopted by	RSM Trustees
Date	22 January 2018
Last Reviewed	6 <sup>th</sup> April 2022 – Sarah Jones 5 <sup>th</sup> May 2023 – Vicky Cheeseman 5 <sup>th</sup> July 2024 – Vicky Cheeseman
Review Date	25 <sup>th</sup> February 2026 – Liz Matthews