

## complaints procedure



the coalfields  
regeneration trust

The Coalfields Regeneration Trust is a developing organisation and views complaints positively as a means to improve our systems and performance. The following procedure details what you should do if you wish to complain about the Trust and how the Trust will respond.

**Please note.** Complaints and appeals are treated separately. If you wish to appeal against a decision on a grant application please contact the Grants Team on 01709 760272 for details of the process.

### What to do if you wish to complain:

1. Write to the Trust's Chief Executive with your complaint as early as possible after the issue occurred. The Trust is unable to investigate complaints from anonymous sources but we will respect your right to confidentiality, so please give your name and contact details.
2. Explain the facts of your complaint giving as much detail as you can. It is helpful if you can give approximate dates and attach any relevant paperwork, ie. copies of letters, etc.
3. If your complaint is in relation to a grant application please include the Unique Reference Number (URN) which you should find on correspondence from the Trust.

### What the Trust will do:

1. The Trust will acknowledge your complaint within six working days.
2. The complaint will be discussed with the Senior Management Team (SMT) who will decide who will investigate your complaint and a deadline for reporting back. We will write to you with this information.
3. The Trust will allocate a member of staff to investigate your complaint; this will be someone who has not been involved with the case to date. They will investigate fully each point of the complaint and report back to the SMT.
4. The SMT will decide on any actions required as a result of your complaint.
5. A full written response will be sent to you detailing the outcome of your complaint and any changes to the Trust's procedures or operations that result from it.
6. You will be given an opportunity to comment on the Trust's response and indicate if you are satisfied with the outcome.

The trust aims to report on complaints within one month but if this is not possible we will keep you informed of the progress.