

The following procedure details what you should do and how we will respond if you have a complaint about: any service delivered by the Coalfields Regeneration Trust (the group); a Trust funded project; or how your personal data has been used.

### What to do if you have a complaint:

1. Most complaints can be resolved quickly and easily by discussing the complaint with your contact at the Trust or its subsidiary.
2. If you are unable to resolve the complaint informally or are unhappy with the response you receive, please send your complaint in writing, as early as possible:
  - to [concerns@coalfields-regen.org.uk](mailto:concerns@coalfields-regen.org.uk); or
  - to our Head Office (Coalfields Regeneration Trust, 1 Waterside Park, Wombwell, S73 0BB) marked for the attention of the Chief Executive, and copy in the Quality Assurance Co-ordinator.

When writing your complaint please:

- Fully explain the facts of your complaint and its impact giving as much detail as you can. It is helpful if you can give dates and attach any relevant paperwork i.e. copies of letters etc.
- If you have a reference number, please include it. They can usually be found on correspondence from us e.g. URN 12345.
- If possible, please include a suggestion of how you would like us to resolve the issue.

### Please note:

- ***Complaints should be made as soon as possible and should be made ideally no later than three months after the date of the incident causing the complaint. Delays could affect our ability to consider your complaint, and in some cases we may decide not to investigate.***
- ***We cannot respond to anonymous complaints, however we will maintain your right to confidentiality, so please include your name and contact details.***
- ***If someone is complaining on your behalf, we will need your consent to raise and discuss the complaint.***
- ***Complaints regarding acts of wrongdoing or malpractice in the workplace will follow our Whistle Blowing Procedure.***

### How we will respond:

1. We will acknowledge your complaint within seven working days.
2. The complaint will be discussed with the Senior Management Team who will instigate an investigation and agree a deadline for reporting back. We will write to you with this information.
3. The person investigating your complaint will be someone who has not been involved with the case to date. They will investigate each point of the complaint fully and report back to the Senior Management Team.
4. A written response will then be sent to you detailing the outcome of your complaint.
5. You will be given an opportunity to comment on our response and indicate if you are satisfied with the outcome.

**We aim to report on complaints within one month but if this is not possible, we will keep you informed of the progress.**