

## **COMPLAINTS PROCEDURE.**

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) or a Trust funded project.

### **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 to our Head Office marked for the attention of the Chief Executive, as early as possible after the issue occurred and copy in the Quality Assurance Co-ordinator.

If the complaint is about a member of staff please mark the envelope confidential and copy in the Head of Operations - England (Deputy Chief Executive) instead of the Quality Assurance Co-ordinator.

When writing your letter please:

- Fully explain the facts of your complaint 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.

***Please note.*** We cannot respond to anonymous complaints, however we will maintain your right to confidentiality so please include your name and contact details.

### **Our Response:**

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. On receipt of the report Management will decide on any actions required as a result of your complaint.
5. A written response will then be sent to you detailing the outcome of your complaint.
6. 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.