A rainbow and gold coins and a treasure chest

Description automatically generated

**Complaints Policy**

We believe we achieve high quality practice in groups and with activities most of the time: if we are not getting it right, please let us know. We take all feedback whether good or bad seriously as we are always striving to improve.

To ensure our services, remain at a high and improving standard, we have a procedure.

through which you can let us know of for any reason you are not satisfied with your dealings with

us.

If you are unhappy with our services, with an individual in our volunteer group sometimes it is best to tell him or her directly. If you feel this will be difficult, then speak to another volunteer or trustee.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

**Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to

John Scullion (up to date address can be found on the charity commissions website)

All written complaints will be logged. You will receive a written acknowledgement within five working days of receipt of the complaint.

The aim is to investigate your complaint properly and give you a reply within ten working days,

setting out how the problem will be dealt with. If this is not possible, an interim response will be

made informing you of the action taken to date or being considered.

If after we have responded and you are not satisfied, please write to the John Scullion who will report the matter at the next meeting of the Trustees. It will then be decided if any further steps need to be taken to resolve the situation.