



**Abbey Cwmhir
Heritage Trust**

*Ymddiriedolaeth
Treftadaeth
Abaty Cwmhir*

Feedback & Complaints Policy

1. Policy Purpose

- The Trust is committed to providing a great experience for our volunteers.
- The purpose of this policy is to ensure all members of the Trust's community and volunteers know how to provide feedback or make a complaint and ensure that feedback or complaint is responded to appropriately and in a timely manner.
- The Trust is committed to encouraging an open environment in which all volunteers can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect.
- Above all, we are committed to providing fair and honest settlement of any complaint/grievance.

2. Definition and examples of Feedback & Complaints

2.1 Feedback	
2.1.1.	Feedback, for the purpose of this policy, is defined as an expression of a specific opinion or view on procedures, Trustees, volunteers, fundraising and other activities led by the Trust.
2.1.2.	Feedback, including when we get things wrong, is important to us.
2.1.3.	We will ensure all comments are recorded and considered, enabling improvements to be made where appropriate.
2.2. Complaint/Grievance	
2.2.1.	A complaint/grievance, for the purpose of this policy, is defined as an expression of dissatisfaction about The Trust, whether it is found to be justified or not.
2.2.2.	A complaint/grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint.
2.2.3.	This policy covers complaints/grievance by volunteers, supporters, members of the Trust and members of the public in relation to: <ul style="list-style-type: none">• The behaviour of Trustees and volunteers working on behalf of The Trust.• Our fundraising activities and practices.• Any other aspects of our activities.

3. Procedure

3.1.	Informal Procedure
3.1.1	<ul style="list-style-type: none">• We would always prefer to settle a complaint/grievance informally wherever possible.• Initial complaints/grievances, whether against a Trustee, project leader, the Trust or another volunteer, should be discussed with a representative of the Trustees.• During this meeting the person raising the complaint/grievance can be accompanied by a nominated person of their choice.• If the issue cannot be resolved at this stage they should make a formal complaint/grievance in writing to the Abbey Cwmhir Heritage Trust (<i>see formal procedure below</i>)
3.2.	Formal Procedure
3.2.1.	<p>Stage 1: Raising a formal complaint in writing</p> <ul style="list-style-type: none">• If you have not been able to resolve your complaint informally and are dissatisfied with any aspects of our work or activities, we want to make sure that we investigate your complaint thoroughly and provide you with a timely response.• To allow us to do this, please provide as much information as possible when writing to the Trustees, including:<ul style="list-style-type: none">○ The reason for your complaint○ Where and when it happened○ The name(s) of anyone involved (if known)○ The outcome you are hoping for○ Your contact details (name, address, daytime telephone number and/or email).• Anyone making a complaint in writing will receive an acknowledgement within 14 working days of receipt of the letter. <p>Stage 2: Investigation</p> <ul style="list-style-type: none">• Depending on the nature of the complaint The Trust may decide to investigate.• We will try to resolve the problem as quickly as possible and provide you with a full response within 14 working days. However, sometimes we might need some extra time to investigate, in which case we will let you know when you should expect to hear from us.• We aim to resolve all complaints within 28 working days of receipt. <p>Stage 3: Outcome</p> <ul style="list-style-type: none">• The Trust will consider each complaint/grievance carefully and decide upon an appropriate course of action.• If you have made a complaint/grievance and provided contact details, you will be informed of any part of the investigation which may involve you directly. However, due to confidentiality and legal restrictions The Trust may not disclose the outcome of the investigation or any information gained during the investigation, for example, The Trust may only report that an investigation has been carried out and appropriate action taken.• All complainants will be responded to as per the procedures and time frames set out above. <p>Stage 4: Right to appeal</p> <ul style="list-style-type: none">• If you are not satisfied with the outcome you can appeal to a nominated Trustee of the Abbey Cwmhir Heritage Trust.• You can have a nominated person present at this meeting.• The nominated Trustee will respond within 14 working days of receipt of the letter, and their decision is final.
3.2.2.	<p>Suspension</p> <ul style="list-style-type: none">• There are some occasions on which volunteers can be suspended immediately pending further enquiry.• These include gross misconduct, eg. theft, assault, violence, malicious damage, falsification of documents, harassment or being under the influence of drugs or alcohol• Any decision to suspend will be confirmed to the volunteer in writing by a Trustee

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