

# GOATWALKLANDTRUST

Registered Charity No 1162973

## COMPLAINTS PROCEDURE

### 1. Dealing with complaints or grievances informally

If you have a complaint to do with the Trust, its volunteers or the Management Committee, you should, wherever possible, start by talking it over with a Trustee. You may be able to agree a solution informally between you.

Where your complaint is against a Trustee and you feel unable to contact him or her you should contact to another Trustee.

### 2. Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the complaint in writing to a Trustee, if possible one who knows the details of the matter but is not the subject of your complaint. You should stick to the facts and avoid language that is insulting or demeaning. If you do not know a Trustee, you may forward the details of the complaint through the Trust's website or by writing to the Trust at Matthews Hall, Fore Street, Topsham Exeter EX3 0HF.

### 3. Complaint hearing

The Trustee will invite you to a specific meeting on your complaint with themselves, or another Trustee if they do not feel able to address your complaint, normally within ten days, to discuss the details. You may be accompanied by a friend at this meeting if you make them known to the Trustee at least three days beforehand.

If it is a matter which the Trustee is able to resolve, they will give you a decision in writing, after the meeting, normally within five days. If the matter requires further consideration by the Trust or the Management Committee, or if it is necessary to gather further information before making a decision, the Trustee will inform you of this at the meeting and the likely timescale involved.

### 4. Appeal

If you are unhappy with the Trustee's decision and you wish to appeal, you should let the Trustee know.

You will be invited to an appeal meeting, normally within two weeks, and your appeal will be heard by two other Trustees who have not previously been involved in the matter and an independent 3<sup>rd</sup> Party appointed by the board of trustees. You may be accompanied by a friend at this meeting if you make them known to the Trust at least three days beforehand.

After the meeting the Trustees will report to the board of the Trust which will give you its decision, normally within two weeks. The board's decision is final.

5. Review

This policy will be reviewed every two years.

Agreed by the Trust on.....24 May 2022.....

Signed C. J. Buckingham (Chairman of Trustees)