

# COMPLAINTS POLICY



**BEAVER  
TRUST**

## **Introduction**

We are committed to providing the best possible service to our stakeholders. We understand that sometimes things can go wrong and we want to make sure that we handle complaints fairly and effectively. We regard complaints as a source of learning and improvement.

This policy sets out how we will deal with complaints. It applies to all complaints about our work, including about our fundraising, services, and staff.

If staff have a complaint then they should make use of our internal Grievance Procedure, or if it's more relevant, our Disclosure of Interest Matters Whistle-blowing Policy.

## **How to make a complaint**

You should make a complaint in writing. Please send an e-mail to [info@beavertrust.org](mailto:info@beavertrust.org) or a letter to: Beaver Trust, 61 Bridge Street, Kington, HR5 3DJ.

## **What to include in your complaint**

Your complaint should include the following information:

- Your name and contact details.
- The date of the incident you are complaining about (if applicable).
- A brief description of what happened.
- What you would like to suggest we consider be done differently.

## **How we will investigate your complaint**

We treat all complaints seriously and confidentially. Your complaint will be investigated by a member of the Senior Management Team.

We will:

- Respectfully acknowledge your complaint within 5 working days of receipt or as soon as possible thereafter.
- Do our best to investigate the complaint thoroughly and impartially.
- Provide you with a written response within 28 days of acknowledging receipt, giving you clear, evidence-based reasons for our decisions, which will be proportionate, appropriate and fair.
- We will apologise where appropriate and tell you about the lessons we have learnt and the changes made to our services, guidance or policy as a result of your complaint.

## **What happens if we cannot resolve your complaint**

If we do not resolve your complaint to your satisfaction, you have the option of referring the complaint to another organisation (for example, the Charity Commission or Fundraising Regulator).

Depending on the nature of your complaint, we will advise you which organisation is best placed to help if you are not satisfied with the outcome.

## **Record Keeping**

Records of complaints will be kept for at least 24 months from the date on which the complaint was received, except where data protection law requires otherwise (for example, if you request that your information be destroyed). If you refer your complaint to another organisation after our response, your data and details of the complaint may be passed to that organisation. Personal information will be handled in accordance with our Privacy Policy.

## **Contact details**

If you have any questions about this policy, please e-mail [info@beavertrust.org](mailto:info@beavertrust.org), or write to us at Beaver Trust, 61 Bridge Street, Kington, HR5 3DJ

## **Thank you for your feedback.**

We appreciate your feedback and we will use it to improve our services.