

				
	<b>Date Created:</b>	14/06/19	<b>Author:</b>	Duncan Breckell
	<b>Version No.</b>		<b>Approved by</b>	<b>Approval Date</b>
	1		CEO	
			<b>Next Review</b>	

## **COMPLAINTS PROCEDURE**

The Trust is committed to providing a high quality service and achieving the best standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and partners. Therefore we aim to ensure that:

1. Making a complaint is as easy as possible;
2. We treat as a complaint any clear expression of dissatisfaction with our service which calls for a response;
3. Complaints may come from customers and other individuals who we contact about our work, or any other person or organisation with an interest in the Charity and its activities.
4. We treat it seriously whether it is made in person, by telephone, by letter or by e-mail;
5. We deal with it promptly, politely and, where appropriate, informally (for example, by telephone);
6. We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
7. We learn from complaints and use them to improve our service.

### **How do you make a complaint?**

You can make a complaint in writing, by e-mail, by telephone or in person (by appointment please). If you are writing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provide a full postal address.

Complaints should be made to the Development Manager who can be contacted at:

Wheatsheaf Trust  
 Unit 1  
 Empress Heights  
 College Street  
 Southampton  
 SO14 3LA

Telephone: 023 8023 7662  
 e-mail: [info@wheatsheaftrust.org](mailto:info@wheatsheaftrust.org)

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

	\\WT-FILE\RedirectedFolders\brendon.hobart\Desktop\Website Policy\Complaints Procedure.docx				
	<b>Date Created:</b>	14/06/19	<b>Author:</b>	Duncan Breckell	
	<b>Version No.</b>	<b>Review Date</b>	<b>Approved by</b>	<b>Approval Date</b>	<b>Next Review</b>
	1		CEO		

### What Happens Next?

Your complaint will be acknowledged within 5 working days and an update or a resolution will be provided within 10 working days. Where possible we would look to resolve the matter informally and we hope that this would settle the matter, but if the complaint involves invoking other formal procedures, it may be that final resolution will take longer.

If you are not satisfied with our response, or your complaint involves the Development Manager, then you should write to the Chief Executive Officer at Wheatsheaf Trust (address above). The CEO will endeavour to respond within 10 working days.