



Procedure for dealing with complaints

We are pleased to receive complaints (and compliments) as they help us to improve our organisation.

What is a complaint?

An expression of dissatisfaction made about the standard of service or action of the Board, a member of staff or a volunteer which affects an individual or group.

Complaints will generally include the following:

- failure to provide a service
- failure to achieve standards of service
- delays in replying to complaint
- failure to follow procedures
- failure to satisfy legal duties
- bias or unfair discrimination
- failure to consider relevant matters
- staff attitudes and the actions of individual members of staff

How to make a complaint

Informal

If you wish to make a complaint either by phone, 01684 892002, or by personal visit, our office is open between 10 a.m. - 1 p.m. and 2 p.m. - 4 p.m. weekdays.

Formal

Written complaints can be made by letter to

Malvern Hills Trust
Manor House
Grange Road
Malvern WR14 3EY

or by e-mail to info@malvernhills.org.uk.

You should set out the details of your complaint and if appropriate the remedy you are seeking.

Consideration of complaints

Informal Complaints

If an appropriate member of staff is available, we will try to resolve the problem there and then.

Formal complaints

These will be referred to an appropriate member of the management team, or if appropriate the Chief Executive Officer (CEO), for them to consider the issues raised.

We aim to acknowledge all written complaints within five working days. Where research is required a full reply will be despatched within 15 working days.

If you are not satisfied

Stage 1

If you are not satisfied with our initial response, you should write or E mail as above and mark your communication for the attention of the CEO stating the reason why you are not satisfied. The CEO will review the matter and if appropriate examine the options for resolving the complaint.

The CEO will respond in writing within 15 working days.

Stage 2 or the complaint concerns the CEO

If the complaint is still not resolved to your satisfaction, or if it concerns the CEO, write as above, marking your communication for the attention of the Secretary to the Board, asking for the matter to be referred to a panel of Board members, which will consist of the Chair and Vice Chair of the Board and the relevant Committee Chair. The Secretary to the Board will arrange for a meeting of the panel to be convened within 21 working days. The panel will consider a report from the CEO (or the Secretary to the Board if the complaint relates to the CEO) including details of the complaint. You will be invited to attend this meeting to put your case. You will be informed of the panel's decision within 5 working days of the meeting.

Stage 3

If you are still not satisfied and in exceptional circumstances, the matter will be referred to the full Board.

Other organisations

If your complaint has not been resolved through our own processes, the following organisations may be able to assist

Information Commissioners Office (for complaints about information rights practices)
ico.org.uk
Helpline 0303 123 1113.

Charity Commission (for serious or significant complaints about the charity's assets, services or reputation)
<https://www.gov.uk/complain-about-charity>

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