

Complaints Policy

PAIGE ADAMS TRUST

REVIEW JANUARY 2024

1. Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Paige Adams Trust – administration, a staff member, process or service – resulting from failure to meet the individual's expectations.

This policy does not cover complaints from staff.

2. Confidentiality

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

3. Complaints Handling Procedure

We want to make it easy for you to contact us and to provide feedback or make a complaint. These are the ways you can get in touch with us:

- You can email the Trust Secretary on clerk@totnestowncouncil.gov.uk
- You can write to us at Paige Adams Trust, Guildhall Offices, Ramparts Walk, Totnes, TQ9 5QH.

We will then contact you within 10 working days of receiving the complaint. If you provide us with an address and/or email address we will contact you by either of those means to discuss the matter further and to officially record all necessary details. A failure to provide contact information will mean the complaint is not processed. If the issue is complex and an investigation is required, we will do the following:

- Take all necessary steps to investigate the matter.
- Contact you again within 20 working days of receiving the complaint to advise you of our findings.
- The Trust Secretary will handle all complaints and if necessary will escalate these to the Board of Trustees depending on the complexity or seriousness of the issue.

4. Resolving complaints

We will operate at all times from the premise that any person is entitled to express their views and that those views should be taken seriously where this is warranted. We will not, however, tolerate any abusive or discriminatory language or behaviour towards any of our staff, and may decline to investigate a complaint further in such circumstances.

Stage 1

On receiving the complaint, the Trust Secretary will investigate it and to take appropriate action., responding to the complainant as outlined above.

Stage 2

If the complainant feels that the problem has not been satisfactorily resolved at Stage 1, they can request that the complaint is reviewed at Trustee level.

At this stage, the complaint will be passed to the 16 Trustees for consideration at the next scheduled Trust meeting. Please note that meetings are held 3 monthly as required. Please note that this may mean a delay to any reply.

Whether the complaint is upheld or not, the reply to the complainant should outline the decision of the Trust. The decision taken at this stage is final.

External Stage

As Paige Adams Trust is a registered charity, the complainant can complain to the Charity Commission Regulator. Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at: <https://www.gov.uk/complain-about-charity>.

5. Review of this Policy and Complaints Received

This policy will be reviewed by the Board of Trustees every 24 months.

6. Variation of the Complaints Procedure

The Paige Adams Trust may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or trustee should not also have the Chair and/or trustee involved as a person leading a Stage 2 review.