



## Complaints Policy

### **Our Aim**

We recognise that from time to time there may be occasions when organisations or individuals may feel that the quality or level of service provided falls short of what they could reasonably expect from TCS. This policy is intended for use by anyone who has interaction with The Charity Service (TCS) as an organisation or as a service provider.

Continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

### **This is what you should do:**

The complaint should be made either in person, or by telephone, letter or email to the company Secretary who will acknowledge, in writing within ten working days, the receipt of any complaint. In addition to stating the nature and circumstances of the complaint the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the Company Secretary, the complaint should be addressed to the Chairman (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

### **This is what TCS will do:**

The Company Secretary (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Company Secretary (or Chair) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustee Board members. The appeal must be lodged within 20 days from the date of the original findings of the complaints procedure. The appeal will be dealt with within 20 days of receipt of the wish to appeal by the complainant.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Company Secretary (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

**If you have a complaint, contact:**

**Post** PO BOX 500, Scarborough, YO11 9FT

**Lee Barker** - Company Secretary, email [lee.barker@charityservice.org.uk](mailto:lee.barker@charityservice.org.uk), tel 07703 476869

**Richard Dyson** - Chair, email [rgdyson@outlook.com](mailto:rgdyson@outlook.com)

**Approved** May 2020

**To Be Reviewed May 2023**