



BRATHAY TRUST

POLICY & PROCEDURE

FEEDBACK & COMPLAINTS HANDLING - CUSTOMER



Our Aim

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

You will be treated with courtesy and fairness at all times. We would hope, too, that you will be courteous and fair in your dealings with Brathay workers at all times.

Remedies

When we get things wrong we will act to:

- a) accept responsibility
- b) explain what went wrong and why, and
- c) put things right by making any changes required.

Our approach to handling feedback and complaints

If we do not meet expectations, we encourage you to discuss your feedback with the Brathay worker(s) directly involved. Most concerns can be dealt with quickly in this way.

This is the first opportunity for Brathay to resolve any dissatisfaction and we aim for the majority of situations to be resolved at this point.

We refer to this as STAGE 1.

If you are dissatisfied with the response you receive or feel unable to correspond directly with the worker(s) involved you may submit a complaint in writing to the relevant member of the Management Team within 14 days.

We refer to this as STAGE 2a.

If your complaint is in regard to a member of the Management team, please forward your complaint in writing to the Chief Executive Office at the address given below within 14 days.

We refer to this as STAGE 2b.

What will happen next?

Stage 1 - Feedback

We will acknowledge your feedback at the time of reporting.

The staff in receipt of this feedback will take actions, where practically possible, to address this at the time.

We will make you aware of our Feedback and Complaints Customer Procedure (this statement).



Stage 2a & Stage 2b – Complaints

We will acknowledge your feedback within 5 working days and issue you a copy of this statement.

We will then investigate your feedback.

We will issue a full response within 30 working days.

What happens if you remain dissatisfied

A complainant has a maximum of 28 days from the date of the full response to notify us of any dissatisfaction of the outcome.

If having followed the two stages of our complaints procedure you still remain dissatisfied and in the case of a serious complaint which we are unable to resolve to your satisfaction, we will discuss with you whether it would be helpful to invite a third party, acceptable to both you and us, to act as an arbiter to resolve the matter. We call this Stage 3.

Address to use

All Stage 2A complaints and requests for review should be sent in writing to the following address:

Brathay Trust
<<Insert name of Senior Manager>>
Brathay Hall
Ambleside
Cumbria
LA22 0HP

In the case of a Stage 2B complaint, you may use the following email address:
reporting@brathay.org.uk

Procedural documents which support this statement are contained in the Trust's procedures system.

Godfrey Owen
Chief Executive

Date: December 2021

Next Review Date: December 2022