

# RIVER LARK CATCHMENT PARTNERSHIP

## COMPLAINTS POLICY



We are a community charity acting to conserve, preserve and improve the River Lark and its catchment for wider public benefit.

Our localness gives us a direct relationship with our partner organisations, members, volunteers, funders and the wider public. We seek to enable them to keep us true to our values and maintain the integrity of our charity. We welcome feedback both positive and negative to help us do more to champion the River Lark with its tributaries.

### COMPLAINTS HANDLING

When handling complaints we aim to:

- Provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Make sure everyone in our organisation knows what to do if a complaint is raised and/or received.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved with relationships repaired.
- Learn from complaints and feedback to help us to improve what we do.

### CONFIDENTIALITY

All complaint information will be handled securely and sensitively in line with data protection requirements.

If you have a complaint or other feedback you would like to share with us, please contact the Chairman as detailed below. We will respond to all complaints in a timely, respectful and honest way.

If we are unable to resolve your complaint to your satisfaction then the matter will be investigated formally by the Board of Trustees to seek to resolve your complaint.

RLCP Chairman: Andrew Hinchley

Email address: [ahinchley@yahoo.co.uk](mailto:ahinchley@yahoo.co.uk)

Telephone Number: 07720 842508