

# **Rivertime Boat Trust**

## **Complaints Policy & Procedure**

February 2020 - GW

### **Our Aim;**

The Rivertime Boat Trust is committed to providing a quality service for its customers, working in an open and accountable way in which we can continue to improve our service and build trust and respect from all of our customers, employees and volunteers. We are committed to improvement in particular by listening and responding to the views of our members and customers.

### **Therefore, we aim to ensure that;**

We respond to the views of our customers, employees and volunteers:

- We treat a complaint as a clear expression of dissatisfaction with our service.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond with an explanation where we have got things wrong and any action taken.

We learn from complaints and use them to improve our service.

### **We recognise that most concerns will be raised informally, and our aims are to;**

- Resolve informal concerns quickly.
- Keep matters low key.
- Enable mediation between the complainant and the individual to whom the complaint refers.

An informal approach is appropriate when an immediate resolution can be achieved. If this cannot be resolved informally then the formal complaints procedure should be followed.

### **Formal complaint;**

Rivertime Boat Trust's responsibility will be to:

- Respond within a stated period of time.
- Acknowledge the formal complaint in writing.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

A complainant's responsibility is to:

- Raise concerns promptly and directly with a member of the charity.
- Send a complaint in writing for the Trust's attention normally within two weeks.
- Explain the problem as clearly and as fully as possible, including any actions taken.
- Allow the trust a reasonable amount of time to deal with the matter.
- Recognise that some circumstances may be beyond the control of the charity.

**Principal Operating Office: Richmond House, Newlands Drive, Maidenhead, Berks, SL6 4LL**

**Registered Office: First Floor, Frascati Way, Maidenhead, Berks, SL6 4UY**