



## Complaints Policy and Procedure

### Introduction:

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 our customers, employees, and volunteers. We are committed to improvement, particularly by listening and responding to the views of our team and customers.

### Our aims:

- To treat a complaint as a clear expression of dissatisfaction with our service.
- To deal with it promptly, politely and, when appropriate, confidentially.
- To respond with an explanation where we have got things wrong, and any action taken.
- To learn from complaints and use them to improve our service.

We recognise that when an immediate resolution can be achieved, an informal approach is most appropriate.

### We aim to:

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

### When a complaint cannot be resolved informally, the formal complaints procedure should be followed:

- Send a complaint in writing, to the address below 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.

### Rivertime Boat Trust's responsibility will be to:

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

Registered Office: Richmond House, Newlands Drive, Maidenhead, Berks, SL6 4LL

Website link for all contact details: [Contact Rivertime Boat Trust - All Departments](#)