



## THE HARPENDEN TRUST

## COMPLAINTS PROCEDURE

We welcome all comments and feedback about the way we operate. If you have a complaint or problem, we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way. Your views are important to us and we take every complaint seriously.

### Who can complain using this procedure

This procedure is intended for members of the public, people who use our services, partners and supporters. We have a separate complaints procedure for volunteers at the Trust, which is more relevant to their role as a volunteer. Copies can be obtained from the Trust Office.

### What you can complain about

A complaint is an expression of dissatisfaction with any aspect of the work of the Harpenden Trust. We endeavour to resolve problems when they arise with informal dialogue, however if your concern cannot be dealt with satisfactorily in this way, we encourage you to use this formal complaints procedure.

### How to Complain

#### Step 1 - Tell Us

Please make your complaint as soon as possible and within 3 months of the relevant incident. In certain circumstances the Trust may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve satisfactorily.

You may send your complaint to us in one of the following ways:

- **Email:** [compliance@theharpentrust.org.uk](mailto:compliance@theharpentrust.org.uk)
- **Post:** The Compliance Team, The Harpenden Trust, The Harpenden Trust Centre, 90 Southdown Road, Harpenden AL5 1PS

Our aim is to ensure we acknowledge every complaint within 5 working days.

#### Step 2 - We will respond to your complaint

Your complaint will be fully investigated by two members of our Compliance Team, and will be overseen by our People Director. The People Director may exercise their discretion to involve other senior Trust Board members at this stage if considered appropriate.

We will seek to provide the outcome of our investigation (usually in writing) within 20 working days starting from the date when we received your complaint.

If it is not possible to give a full response within the timescale, we will contact you to provide an explanation and indication of when a full response can be expected (within a further 10 working days).

### Step 3 - If you're not happy with our response

If you are still not satisfied with our response, please let us know in writing and the matter will then be looked into by a Harpenden Trust main board Director, separate from our Compliance Team. This process itself will again be overseen by the People Director. We will send you an acknowledgement in writing within 5 working days of receiving your request, including an expected timescale for the review to be carried out.

The director responsible for the review will write to you clearly setting out the outcome of their review and the rationale for their decision. The review will be completed within 25 working days of receiving your request. If an extension is necessary we will inform you of the reason and provide you with an update.

### Step 4 - Taking your complaint outside the Harpenden Trust

In the event that you remain dissatisfied with the response you have received, you may be entitled to take your complaint to the appropriate regulator. Information about which regulator to escalate your complaint to can be found at [www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity). In summary:

- If your complaint is about our fundraising, contact the Fundraising Regulator ([www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)). The Harpenden Trust is registered with the Fundraising Regulator and is committed to abide by any decision the Fundraising Regulator reaches on complaints which are escalated to it
- If your complaint is about our advertising or the amount of emails or mail you receive from us, contact the Advertising Standards Authority ([www.asa.org.uk/make-a-complaint.html](http://www.asa.org.uk/make-a-complaint.html))
- If your complaint concerns our information rights practices, for example the way we handle your personal information, contact the Information Commissioner (<https://ico.org.uk/>)
- For other serious complaints, contact the Charity Commission (<https://forms.charity-commission.gov.uk/raising-concerns/>)

The Harpenden Trust PG1	The Harpenden Trust is a registered Charity, number 1118870, company number 5951591 (registered address 90, Southdown Road, Harpenden, AL5 1PS) E-mail: <a href="mailto:admin@theharpendentrust.org.uk">admin@theharpendentrust.org.uk</a> ; Website: <a href="http://www.theharpendentrust.org.uk">www.theharpendentrust.org.uk</a>	August 2019
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