

TRINITY CHURCH LONDON

COMPLAINTS POLICY



COMPLAINTS POLICY AND PROCEDURE

The Trustees of Trinity Church London are committed to their role in ensuring that the Trust is run in a way compliant with its legal responsibilities and with good governance.

This complaints procedure is for those who are unhappy about matters for which the Trust is responsible that have affected them. Prior to using this formal procedure, the Trust encourages an informal approach to see if the matter can be resolved in that way.

If your complaint is about the safeguarding of children or vulnerable adults; please in the first instance, contact the Safeguarding officer.

MAKING A COMPLAINT TO THE TRUST

Complaints should be made in writing or by email to the Trustees whose contact details

are set out below. The Trustees will ensure that your complaint is:

- treated seriously*
- handled fairly without bias or discrimination*
- treated confidentially.*

You should complain within 3 months of the event that you are complaining about. You need to set out:

- your full name and address*
- what you think went wrong and how it has affected you including enough details to show why you are aggrieved*
- what (if anything) you think the Trust should do to put it right*

If someone else complains on your behalf, the Trustees will need written confirmation from you saying that you agree for that person to act for you.

The Trustees should immediately record receipt of a complaint in a log.



HOW YOUR COMPLAINT WILL BE DEALT WITH

The Trustees will write to you or send you an email to confirm receipt of your complaint within 10 days of its receipt and arrange for it to be considered by the Trustees. If your complaint refers to particular individuals who are members of the Trustees team, the Trustees will meet without them being present.

The Trustees will look fairly into your complaint including seeking the views on the matter from any individuals, whether members of the Trust or otherwise, to which your complaint refers. The Trustees may appoint one or more persons to look into the matter on its behalf but it will be the Trustees that makes any decisions. The Trustees and any such appointed persons will treat the matter confidentially.

The Trustees will write to you with the conclusions from their review and reasons for that outcome. The Trustees will aim to respond to you in this way as soon as possible, but no longer than 8 weeks after receipt of your complaint. If the complaint is more complex the Trustees will aim to respond within 12 weeks. This will be the Trustee's final response to your complaint.

*If you remain dissatisfied, you may wish to consider contacting the Charity Commission either via their website **<https://www.gov.uk/complain-about-charity>** or*

by writing to them at:

Charity Commission First Contact, PO Box 1227, Liverpool L69 3UG.