

Document: **Complaints Policy**

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1. Aims

1.1 Clenchwarton Community Foundation Trust aims to provide an efficient, prompt and courteous service. We recognise, however, that like any organisation we may make occasional mistakes. We welcome the opportunity of being made aware of problems and aim to resolve these.

2. General principles

2.1 This policy commits us to:

- Welcoming and recognising the value of comments, positive and negative, on what we do. Feedback and suggestions are helpful to us in providing an efficient service and in meeting our objectives.
- Treating all complaints quickly, thoroughly and effectively through our Complaints Procedure.
- Ensuring that all necessary staff are aware of the Complaints Policy and their responsibilities for meeting its commitments.
- Taking appropriate action where necessary to prevent problems recurring.
- Monitor the type and frequency of complaints and take them into account for future planning..

Associated policies:

- Complaints Procedure
- Disciplinary Procedure
- Grievance Procedure