



## THE AYLSHAM COMMUNITY TRUST (FAMILIES)

### COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

|                   |                                 |                   |            |
|-------------------|---------------------------------|-------------------|------------|
| Policy Reference: | FC/TACT(Families)<br>CCC policy | Review Frequency: | Annually   |
| Issue Number:     | 01 (13.05.2024)                 | Next Review Date: | 13.05.2025 |
| Author:           | F Chant (Trustee)               |                   |            |

Ratified by the TACT (Families) Trust Board on: 13.05.2024

Signed: .....

---

#### The purpose of this policy statement

This policy is aimed at anyone involved in The Aylsham Community Trust (Families), TACT (Families) whether a volunteer, service user or other stakeholder. It applies to individuals (members of the public) and organisations wishing to comment on, compliment or complain about the performance of services, fundraising activities, and the conduct of employees, volunteers, contractors and third parties working with or representing TACT (Families). This policy does not apply to staff who wish to compliment, comment or complain this would be covered under our staffing policies or through line management meetings.

When something goes wrong or right, we need you to tell us about it. This will help us to improve how we work. We welcome and value feedback as this enables us to listen, learn, and to improve what we do and how. In short, your compliments, comments and complaints help us continue to support families in our community.

#### Complimenting us

Compliments are valuable, and important to us and when they are received, they will be recorded and reported on. Compliments enable us to:

- understanding what we do well and the positive difference this makes
- provide positive feedback to those that provide our services and work with us – whether paid or unpaid
- influence the current development of what we do, why and how

If you would like to make a compliment, please feel free to do this at the time with the person representing TACT (Families) or contact our Development Officer, Monica Harding.

### **Commenting on our people or our work**

It is always helpful to hear what people think about us; what we do and how.

Compliments and comments are welcome because they:

- help to influence the organisational decisions we may make
- help maintain the standards of our activities
- raise issues of real importance and can lead to change for the better

Wherever we can, we will record and report, internally and externally if required, on comments we receive. We will endeavour to acknowledge compliments and comments wherever possible but whilst this may not always be practicable, please be assured that they are always appreciated.

If you would like to make a comment, please contact our Development Officer, Monica Harding.

### **Complaining about our people or our work**

We recognise that there will be times when our trustees, staff and volunteers or third parties working on our behalf make mistakes, or get things wrong. Where this happens and where we receive a complaint, we will always take this seriously, record and report on it internally and externally if required, and deal with it in a timely manner.

### **If you have a complaint**

Please contact the Chair of Trustees, Jo Tuttle with the details, this can be as a hard copy written summary or via email. We will consider your complaint within 4 working weeks of receipt, where applicable we will contact you to discuss informally in the first instance. If this can not be resolved via an informal approach, we will contact you during this period formally with a decision. If your complaint regards safeguarding, please contact TACT (Families) Safeguarding Lead, Kathryn Garnham.

### **Our procedure**

- We will send you a letter or email acknowledging receipt of your complaint within five working days of receiving it
- We will then investigate your complaint, which may involve us contacting you to discuss further
- We will endeavour to resolve informally, however if this is not possible we will send a formal response and outcome to the complaint. This will be within 21 working days our original acknowledgement
- If you are not happy with the response we will invite you to a meeting to discuss and hopefully resolve your complaint. This will be held within 10 working days of sending you the formal outcome
- At this stage, if you are still not satisfied, you should contact us again with further information and the reason you are not satisfied, and we will arrange for the matter to be considered by a panel of trustees (excluding the chair). Their conclusions and decision will be final
- We will write/email to you within 10 working days of receiving your request for a review, confirming the Board's final position on your complaint and the reasons for it.

If at that point you are not happy with the Trustee Board decision you may contact the charities commission or the funding regulator, their details are below.

## **Contact details**

### **Chair of Trustees**

Name: Jo Tuttle (Chair of Trustees)  
E-mail: [jtuttle@aylshamhigh.norfolk.sch.uk](mailto:jtuttle@aylshamhigh.norfolk.sch.uk)  
Telephone: 01263 733270

### **Development Officer**

Name: Monica Harding  
E-mail: [mharding@tact.org](mailto:mharding@tact.org)  
Telephone: 01263 733270

### **Safeguarding Lead**

Name: Kathryn Garnham  
E-Mail: [kgarnham@aylshamhigh.norfolk.sch.uk](mailto:kgarnham@aylshamhigh.norfolk.sch.uk)  
Telephone: 01263 733270

### **Charities Commission**

Online: [Complaints to the charity commission](#)

### **Fundraising Regulator**

Online: [Complaints to the fundraising regulator](#)

We are committed to reviewing our policy and good practice annually.

\*TACT (Families) works in line with the Norfolk schools calendar, therefore working days are deemed to be schools days.