**Complaints Policy**

If for any reason you are unhappy with any of *[insert name of organisation]* services, the following tells you what you can do to help *[insert name of organisation]* improve its service to you.

**Not satisfied?**

Talk or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

**Still not happy?**

Put your complaint in writing to *[insert title or name of person in organisation eg Chief Officer]*, or, if your complaint is against that person, the Chair of the Trustees.

**What will happen next?**

In normal circumstances you will receive a written reply within 10 working days of receipt of your complaint.

**Still not satisfied?**

Write to *[insert title or name of person in organisation eg Chief Officer]* asking that the matter be placed on the agenda of the Board of Trustees at its next meeting. Such a request will, in normal circumstances, be acknowledged within 5 working days of receiving it.

**What happens then?**

The Board of Trustees at its next meeting will discuss the complaint and *[insert title or name of person in organisation eg Chief Officer]* will then reply to you within 5 working days of the meeting. The decision of the Board of Trustees will be final.