



Abberton Rural Training (ART)

Policies & Procedures

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Title: **Complaints Policy & Procedure**

1. Purpose

ART is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers - this policy outlines the organisation's commitment to listen and respond to any complaints made about the organisation, its services and/or its officers.

2. Scope

1. A complaint is an expression of dissatisfaction with us, which may be about an action or lack of action, a service provided or lack of service, or a decision made by the organisation or by its employees/volunteers. This policy applies to any such complaint, however it is expressed.
2. Whilst ART seeks to ensure that all sub-contractors and agents act in accordance with the instructions given, it can accept no liability for their actions. Neither is this policy applicable to complaints made about any other related organisations, nor the decisions made by them.

3. Policy Statement

ART will:

1. Aim to ensure that making a complaint is as easy as possible;
2. Publish the Complaints Procedure (see Section 4 below) on ART's website and on all relevant materials;
3. Treat any complaint as a confidential expression of dissatisfaction with our service which calls for a response;
4. Treat all complaints seriously whether they are made in person, by telephone, by letter, by fax or by e-mail;

5. Respond in an appropriate way - for example, with an explanation, an apology if we have got things wrong and with information on any action taken;
6. Learn from complaints and use them to improve our service.

4. Complaints Procedure

4.1. Making a Complaint

You can make a complaint in writing by letter, fax, e-mail, telephone or in person (by appointment please). If you are writing, faxing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is sufficient. If not, the reply will be by letter so please provide a full postal address.

In the first instance, please direct your complaint to the department you are referring to via 01787 228269 or our complaints email of complaints@abbertonruraltraining.org

If you are not satisfied with this response, please contact the ART CEO, Jacqui Stone, on 01787 228269 or 07929 286836 or by email to: jacqui.stone@abbertonruraltraining.org

4.2. How ART will respond

We will aim to confirm receipt of your complaint within 2 working days and a reply within 15 working days from the date we receive your complaint. If it is not possible to give you a reply within this time (for example, if your complaint requires more detailed investigation) we will give you an interim response telling you what is being done with your complaint, when you can expect the reply and from whom. Our full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly. This will normally be the ART CEO.

If you are not satisfied following the second response, you can ask for your complaint to be referred to the Chairman of the Board of Trustees.