

The Cellar Trust

Complaints Policy



Introduction

The Cellar Trust is dedicated to providing the best quality service for all of our clients. We also want to ensure all our partners, donors and anyone coming into contact with our organisation has a great experience. As part of this commitment, we take people's views very seriously and welcome any feedback whether it is positive or whether it is to express dissatisfaction with the service or organisation.

We recognise that from time to time there may be occasions when people may feel that the quality or level of service provided falls short of what they could reasonably expect. It follows that everyone has a right to complain if they feel dissatisfied with the service they have received. Everyone should be informed of this right when they first come to The Cellar Trust and the information should be easily accessible via our website.

All complaints shall be treated with regard to the Confidentiality Policy.

Related Policies

- Code of Conduct
- Confidentiality Policy
- Equal Opportunities and Diversity Policy
- Safeguarding – Vulnerable Adults
- Volunteer Policy and Procedures
- Grievance Policy

Stage One – Informal Resolution

1. We aim to deal with all complaints informally where possible. When a complaint is made, the person receiving the complaint must inform their line manager and complete an internal complaints form.
2. The person you make your complaint to will act as complaints manager and try to resolve your concerns informally. We aim to seek a resolution with you that is satisfactory to all parties within seven working days. If we cannot do this, we will inform you of the expected time we will have completed our investigations.
3. The complaints manager will be the lead person dealing with the complaint. If the complaint relates to a member of staff, the complaint will be dealt with

in line with our Grievance Policy and the complaint must be investigated by a more senior colleague.

4. Where a resolution is not possible or the complainant does not wish to attempt an informal resolution, the complaint will be dealt with formally - **see Stage Two**.
5. All complaints are logged on the complaints monitoring database whether they are escalated or resolved at an early stage.

Stage Two – Formal Complaint

1. If you wish to make a formal complaint immediately, we ask that the complaint is put in writing using the complaints form (**Appendix 1**) and sent to complaints@thecellartrust.org.
2. The complaint will be acknowledged within five working days and a complaints manager will be assigned to investigate the complaint by a member of the Senior Leadership Team (SLT).
3. If the complaint relates directly to a member of staff it will be handled in line with the organisations Grievance Policy and the complaints manager will be someone more senior. If the complaint relates directly to the CEO, the complaints manager must be a Trustee or external consultant.
4. If it is appropriate or necessary, you may be asked to attend meeting with the complaints manager to find out more information. This should be within ten working days of the complaints manager being assigned.
 - 4.1 In all cases, when notified of any meeting, you should be advised that they may bring a representative of their choice, who will be supplied with the relevant papers.
 - 4.2 If the complaint involves an individual - either a member of staff, volunteer or client then they may also be interviewed separately by the complaints manager. This should be done within ten working days of the complaints manager being assigned.
5. When the investigation is complete, the complaints manager will present their findings to a member of the SLT or CEO. You will also be informed of their findings and learning taken as a result of the complaint. The outcome and lessons learnt will be recorded on the complaints monitoring database.
6. We aim to complete the investigation within 15 working days from the date we received the formal complaint. Where we can not complete the investigation within this time frame you will be informed.

Stage Three – Appeal

In some cases, you may not be satisfied with the outcome of the complaints investigation. If this is the case:

1. You may appeal the outcome of the complaint within 10 working days of receiving the outcome.
2. To appeal, you must do so in writing to complaints@thecellartrust.org detailing specifically what you are not happy about and providing further evidence to support your appeal.
3. A member of the SLT (or Trustee if it relates to specific colleagues within the executive team) will review the appeal, along with the original complaint and investigation.
4. The outcome of the review should be sent to you within 10 working days. If the review finds that the appeal is not upheld, reasons should be cited in writing to you.
5. Where the review finds that further investigation needs to be done, this should be done within a further 10 working days. If we need more time, we will let you know in writing, estimating the timescale of the investigation.
6. The result of the appeal should be sent to you in writing, citing reasons for the findings.

Once the appeal process has been followed, there is no further appeal options and the complaint is closed.

Complaints Relating to our Fundraising Activity

The Cellar Trust is registered with the Fundraising Regulator and we adhere to the Code of Fundraising Practice which is available to download here: <https://www.fundraisingregulator.org.uk/code>.

If we receive any complaints that may relate to our fundraising activities, we will ensure that we treat them in accordance with our own Complaints Policy as well as with this code and with the guidance set by the Fundraising Regulator. If we are unable to resolve a complaint regarding fundraising, complainants should contact the Fundraising Regulator to take the matter further.

Visit the Fundraising Regulator webpage for more details:

<https://www.fundraisingregulator.org.uk/complaints>

Operational Matters

- The SLT will keep the Board of Trustees informed of the number and nature of complaints and any lessons learnt as a result of complaints investigations.
- The SLT will report to the Board on this issue at least every six months.
- The Board of Trustees will not discuss any complaint which is not relating to the CEO unless they have been appointed as complaints manager and through the proper procedures set out in this policy.
- When the situation is resolved, the complaint must be recorded on the complaints monitoring database.
- Only the CEO, Directors and Executive Assistant have access to the complaints monitoring database which is kept in a secure area on the server.
- All data recorded is kept in line with The Cellar Trust's data protection procedures and in line with the General Data Protection regulation.
- It is a condition of some funding contracts that records shall be available for inspection by the funding partners.
- We will include any complaints relating to our fundraising activities in our annual accounts.
- The Deputy CEO is responsible for implementing and reviewing the policy.

Appendix 1 Complaints Form

Available to download from the website or on request



The Cellar Trust Complaints Form

The Cellar Trust aims to provide service of a standard acceptable to all our clients and customers. If we fail to do this, we want to know about it. This will enable us not only to deal with the specific problem but also to avoid it happening again.

If you wish to complain about The Cellar Trust, please fill in the form and return to us either by post or by email. If you need more space to write, add extra sheets.

Your Details			
Name:			
Address:			
	Post Code:		
Tel. No:			
Email Address:			
How would you prefer to be contacted?			
Telephone: <input type="checkbox"/>	Email: <input type="checkbox"/>	Post: <input type="checkbox"/>	
Please tell us the details of your complaint:			
Date of Incident:		General Complaint? <input type="checkbox"/>	Specific Event? <input type="checkbox"/>
Please tell us what you feel should/should not have happened:			
Please tell us what you would like us to do now:			

For the Attention of the Deputy CEO
The Cellar Trust
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Shipley
BD18 3DZ

thecellartrust.org
T: 01274 586 474
E: complaints@thecellartrust.org

Facebook: /TheCellarTrust
Twitter: @CellarTrust
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