



Making holidays accessible

Complaints Procedure

This procedure is intended for use by anyone who has interaction with the Lyneal Trust as an organisation, a service provider or with the Trust and its position on policy issues.

As a Trust we aim to ensure that all those who use our facilities enjoy them as fully as is reasonably possible.

However, we recognise that from time to time there may be occasions when organisations or individuals may feel that the quality or level of service provided is not what they could reasonably expect or that the Trust's position on a policy issue has caused them concern.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the Trust's representative concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem, or was not thought appropriate.

This is what you should do:

The complaint should be made either in person, or by telephone, letter or email to the Secretary of the Trust who will acknowledge, in writing within ten working days, the receipt of any complaint. In addition to stating the nature and circumstances of the complaint the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the Secretary of the Trust, the complaint should be addressed to the Trust's Chair (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied but not by a legal representative.

This is what the Trust will do:

The Secretary (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being acknowledged. If the complaint is found to be justified, the Secretary (or Chair) will agree any necessary further action with the complainant.

Any trustee, volunteers or contractor where they are the subject of or implicated in a complaint will not take part in the investigation of the said complaint.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustee Board members, which will include at least one Officer. The appeal must be lodged within 20 days from the date of the original findings of the complaints procedure. The appeal will be dealt with within 20 days of receipt of the wish to appeal by the complainant.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Secretary will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact:

The Secretary at the address, email or phone number below.

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