Complaints Procedure

Definitions

'Stakeholder': Member, Hirer, Visitor, Audience, Participant

'Complaint': Any expression of dissatisfaction, whether justified or not, about any aspect of Trinity

Introduction

Trinity aims to provide an acceptable standard of services and activities for all our Stakeholders. We are committed to:

- gathering information which helps us to improve what we do; including regular consultation, meetings, gathering feedback and informal suggestions both written and verbal
- making our complaints process clear, publicly available and easy to use
- investigating complaints fairly and in a timely way and to finding a swift, positive resolution

Who is this policy for?

Any Stakeholder is entitled to make a complaint. This policy does not cover complaints from staff and volunteers, who should refer to our Grievance Policy.

Purpose of policy

If we fail we want to know. Resolving complaints effectively will help us to maintain positive relations with our Stakeholders, provide the best possible service and prevent things going wrong again in future.

How to make a complaint

A complaint can be made in person, by phone, by email or in writing. The complainant may choose to involve a third party, such as an advocate, at any time.

Depending on the issue, a complaint can first be directed to a member of staff, including, but not exclusive to:

- The Duty Manager; there is always a Duty Manager on the premises when it is open to the public.
- The Key Contact; a staff contact responsible for managing the relationship between Trinity and the Stakeholder. For example, if the complaint is made by a Hirer, their Key Contact may be the Events Coordinator or Programme Manager.

If necessary a complaint may also be passed on or made directly to:

1. The CEO. The CEO will respond to any complaints where it is necessary or where the complaint has been made generally in writing via post or email i.e. not to a Key Contact
2. The Chair of Trustees (via chair@trinitybristol.org.uk or in writing).

The complainant should be made aware of our complaints procedure.

Variation of the procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

Learning from complaints

Complaints are reviewed periodically to identify any trends which may indicate a need to take further action.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Document control

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