



Complaints Policy

Agreed by the Trustees: - 02 / 09 / 2024

Next Review Date: 09 / 2027

Contents

Policy overview	3
Informal Procedure	3
Formal Procedure	3
Contact details	3

Policy Overview

Unfortunately, sometimes things go wrong. The aim of this policy is to address any complaints that may occur from members, volunteers and the public. This policy covers the Herefordshire and Gloucestershire Canal Trust and its companies.

Informal Procedure

Should an issue occur, we would hope 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 representative of the Trust concerned.

Should this not work to your satisfaction, a more formal Procedure is documented below.

Formal Procedure

This procedure is to be used by members, volunteers and the public where informal communication has not resolved the problem.

Documentation

The complaint should be made by letter or email to the Chairman, who will acknowledge, within ten working days, the receipt of any complaint. If the complaint is about the Chairman, the complaint should be addressed to the Company Secretary (and marked 'confidential').

The Response

The Chairman will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time.

If the complaint is found to be justified, the Chairman will agree any necessary further action with the complainant.

If after we have responded you are not satisfied, please write to the Chairman who will report the matter to the next meeting of the Trustees, who will decide on any further steps to resolve the situation.

The decision of the Trustees is final, and should you wish to appeal, then you need to contact the Charity Commission.

Contact details

The chairman, chairman@h-g-canal.org.uk Or see inside back cover of the Wharfinger for further details as well as details of the company secretary.