



## Complaints Policy

### 1. General Statement

Churches Together in Milton Keynes Trust (hereafter called “CTMKT” or the “Trust”) aims to provide its members, organisations and individuals with the best possible service, and therefore positively welcomes suggestions users may have as to how it might improve its service.

Usually, a word with the person at the point of service delivery will suffice. However, occasionally users of CTMKT services may feel that the quality or level of service provided falls short of what they could reasonably expect. It is therefore helpful to know about any such occasions, so that difficulties or problems can be rectified and subsequently avoided in the future. If you have a complaint, CTMKT would like to hear about it.

### 2. Procedure

#### This is what you should do:

- a. If you have a complaint to make, the Chair of Trustees (Chair) will normally be the Designated Person\* who will try to resolve the issue informally. However, if the complaint relates to the Chair, or the Designated Person (see below), then an Alternative Designated Person may be used.
- b. If the issue is serious, or you are not satisfied after raising it with the Chair, you should make a formal complaint.
- c. Your complaint should be made in writing, marked “Private & Confidential” and sent to the Chair\*, who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, CTMKT can arrange this for you.
- d. The Chair\* will investigate the complaint, and will communicate the results of the investigation to you within a reasonable time - normally 21 days.
- e. If you are dissatisfied with the results of the inquiry, you have the right to put your case in writing or personally to a panel comprising at least three members from the CTMKT Board.
- f. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present.)
- g. The decision of the panel will be final.
- h. Where appropriate, CTMKT will make a written apology to you and agree any further action necessary to rectify the cause of the complaint.
- i. All formal complaints and the response made to them will be recorded and filed in a secure place.

- j. The Chair\* will inform the CTMKT Board about the number and nature of any formal complaints and their outcome at the first available meeting. The Board will then consider these as part of CTMKT's self-evaluation, to decide if any action needs to be taken with regard to the annual planning and management of future services.

**CTMK Trust's complaints procedure will be publicised to organisations and individuals who use its services.**

This policy is to be read in conjunction with the following documents:

- Complaints Checklist
- Complaints Notice.

\* The Chair of Trustees is normally the Designated Person. However, If a complaint relates to the Designated Person an Alternative Designated Person can be substituted. This would normally be another nominated Trustee or the most senior paid staff member.