



## Complaints Policy

We are totally committed to delivering a first-class service to all of our members and guests. Nevertheless, we do not always get things right. So, if you are unhappy with any aspect of our service, whether it's at St Michael's Tower, the Folk of Gloucester or possibly in connection with one of our Tours or other activities, we would welcome your comments. This will help us put things right for you and improve our service in general.

We take any complaint and comment seriously and we are committed to addressing any issues that are leading to complaints. To ensure complaints are dealt with swiftly and completely, we have established the following process:

### **Making a complaint - If you are not happy with Gloucester Civic Trust, please tell us**

If you are unhappy about any of our services, in the first instance please speak to the relevant Trust member or member of staff.

If you are unhappy with an individual in Gloucester Civic Trust sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to a supervising Trust or staff member if available

If you are not satisfied with our response or wish to raise the matter more formally, In the first instance your complaint should be directed to the Trust's Secretary, as he/she is either best placed to help you or know someone who can. We will reply to all complaints received within 7 working days of receipt and usually provide a full answer. Where this is not possible, you will be given a deadline by which a full reply will be provided.

You can contact the Trust's Secretary by phone or email. Contact details for the Trust can be found on the Trust's website [www.gloucestercivictrust.org](http://www.gloucestercivictrust.org)

### **If you are not satisfied**

If, after investigation of your complaint, you believe we have not handled it fairly or in an appropriate manner, then you can write to the Trust's Chairman using the Trust contact details on the Trust's website [www.gloucestercivictrust.org](http://www.gloucestercivictrust.org), including:

- Your name and address (anonymous complaints will not be addressed)
- Your preferred contact telephone number or email address
- A suggestion of what you would like us to do to put things right
- Copy of previous communications you have had with us and, where known, the names of members of the Trust you have spoken to.

We will send you an acknowledgement and respond fully within 14 working days or, if this is not possible, provide an update on current progress and an expected resolution date.

### **Feedback**

We welcome feedback, positive or otherwise, on all aspects of our service, so please don't hesitate to let us know what you think. You will be providing vital information to help us improve our procedures and processes. Please address any feedback to the Trust's Secretary

Please note: Should your feedback constitute an expression of dissatisfaction, thus a complaint, we will ensure this is dealt with in line with the Trust's Complaints Policy as outlined above.