

ST. ALBANS OLD PEOPLE'S TRUST

Registered Charity No. 222522

Secretary to the Trustees:

William Fardell

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Compliments And Complaints Policy

Version: 1.1

Approval by Trustees: June 2024

Next bi-annual review due date: June 2026

St Albans Old People's Trust (the Trust) aims to maintain high standards in all of its work, but we recognise that we can sometimes get things wrong, despite our best intentions. We are committed to establishing and maintaining good relations with all volunteers, supporters, donors, partners, and members of the public and we aim to always treat people with respect.

Your feedback is important to us. It helps us improve and do more of what we're good at.

We actively encourage you to contact us with your feedback, whether good or bad.

Compliments which may be verbal, or written in letters, emails, social media or Thank You greetings cards are recorded by staff. Every 2 months we share these with Trustees at their board meeting.

Complaints are especially important to us as they may help us to see where our procedures or activities might be improved. We keep a record of all complaints we receive to help us learn for the future and we regularly review these.

A complaint may arise because your grant application is declined. The Trust has an agreed process for approving grants: an overview of this is available on our website. We would encourage you to talk to the Trust's staff in the first instance to better understand why your application has not been granted. It may be that this is because the Trust has ceased providing the item or service which you have requested or have been receiving in line with changes agreed by The Trustees.

How to complain

You can call us, write to us or email us about your complaint.

To help us investigate and address all complaints, we ask you to provide us with as much information as possible.

- The reason for your complaint
- Where and when what you're complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)

You can call us on 07541 659442 or email chairperson@staopt.org

If you would prefer to write, please send your complaint to:

The Chair Of Trustees
Private and Confidential
C/O St Albans Old Peoples Trust
C/O HILS
Jubilee Centre
Catherine St,
St Albans
AL3 5BU

We aim to respond in full to complaints within ten working days. Where the matter requires more detailed investigation, we will respond in full within 28 days.

If, for any reason, you are not happy with the resolution of your complaint, please reply to us, explaining why you were not satisfied with our response and what you would like us to do to put things right. The Chair of Trustees response is final.

On rare occasions the Charity might choose not to respond, or continue to respond to a complaint, these may include when:

- the complaint has no direct connection to the charity.
- we believe a complaint is being unreasonably pursued which has already been responded to.
- a complainant is being obviously abusive, prejudiced or offensive in their manner.
- a member of staff is being harassed by a complainant.
- when a complaint is incoherent or illegible.

Taking your complaint outside St Albans Old Peoples Trust

If your complaint is about any other aspect of our work and you are not satisfied with our response, you may be able to complain to the Charity Commission. The Commission handles the following types of complaints about charities:

Where a charity is:

- not doing what it claims to do
- losing lots of money
- harming people
- being used for personal profit or gain
- involved in illegal activity

To make a serious complaint to the Charity Commission, complete the online form at <https://forms.charitycommission.gov.uk/raising-concerns/>.

General contact details for the Charity Commission are:

Charity Commission
PO Box 211
Bootle
L20 7YX

Tel. 0300 066 9197 (open Monday to Friday, 9am to 5pm)

8. MONITORING AND EVALUATION

The policy and procedures will be reviewed by the Trustees on a bi-annual basis.

Approved by Chair of Trustees

Signed

Caroline Rolfe

Date

12/8/24