

# **Epping Forest Heritage Trust**

## **Complaints Policy**

**Approved 28<sup>th</sup> March 2022**

### **1. Purpose and scope**

Epping Forest Heritage Trust aims to maintain high standards in all our work, but we recognise that we can sometimes get things wrong despite our best intentions.

Without your feedback, we would be less able to improve the service we offer to you in the future. We value and take seriously any feedback you provide.

The information below outlines our complaints procedure.

### **2. First Stage**

#### **a) How to report your complaint**

If you have a complaint, you can contact the Chief Executive by phone, post or email providing the following information:

- The reason for your complaint
- Where and when it happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for

Please include your contact details (name, address, daytime telephone number and email, if available). Please address it to the Chief Executive.

If the complaint is about the Chief Executive please contact the Chair.

Our contact details:

By phone: 020 8508 9061 during office hours

By email: [enquiries@efht.org.uk](mailto:enquiries@efht.org.uk)

By post: Epping Forest Heritage Trust, The Warren Lodge, Loughton, Essex IG10 4RN

#### **b) Our response**

We will try to resolve the problem as quickly as possible but if we are unable to do this: for example, because a further investigation is required, we will acknowledge your complaint within 5 working days of receiving it.

We will send you a response to your complaint, which may be a proposed resolution or update, within 10 working days.

We may need to pursue your complaint through one of our policies or procedures in which case we will let you know.

### **3. Second stage**

If for any reason you are not happy with the resolution of your complaint, you can bring this to the attention of the Chair (or, if the Chair handled the complaint, the Board of Trustees.)

If you are not happy with how a complaint the resolution of a complaint about the Chair, then you should bring your complaint to the attention of the Trustees. Please set out clearly in writing the details of the complaint, explaining why you were not satisfied with our response and what you would like us to do to put things right.

The contact details are as previously shown.

The Chair/Board of Trustees will send an acknowledgment within three working days and personally investigate your complaint and aim to respond within 10 working days.

### **4. Serious Complaints**

If you are not happy with how the charity deals with your complaint, contact the relevant regulator.

**Fundraising complaints-** Contact the Fundraising Regulator to complain about anything to do with our fundraising <https://www.fundraisingregulator.org.uk/complaints>

**Advertising complaints-** Contact the Advertising Standards Authority to complain about our advertising or marketing:  
<https://www.asa.org.uk/make-a-complaint.html>

**Data complaints -** Contact the Information Commissioner <https://ico.org.uk/make-a-complaint/>

#### **Other serious complaints**

Complain to the Charity Commission if you believe that we as a charity are, for example:

- Not doing what we claim to do
- Losing lots of money
- Harming people
- Being used for profit or gain
- Involved in illegal activity

Make a serious complaint about a charity.  
(<https://forms.charitycommission.gov.uk/raising-concerns/>)

## **5. Follow up and monitoring**

For us to improve the service we provide, we may wish to contact you within a month or two of your complaint being dealt with in order to check that you were satisfied with our resolution. Any information you give will only be used to ensure that we provide the best possible service we can. In addition, we will maintain a record of complaints to monitor them and inform our future management.

**Approved: 23.03.20**

**Review due: 23.03.25**