



# Complaints Policy

## Table of Contents

1.	Introduction and scope	3
2.	Definition	3
3.	Our standards	3
4.	Confidentiality	4
5.	Recording Complaints	4
6.	Making a complaint	4
7.	What happens next?	4
8.	What happens if you remain dissatisfied?	5
9.	Resolution	5
10.	Learning	6

## 1. Introduction and scope

CCT is committed to ensuring our churches are accessible and welcoming to everyone, and that we provide a high-quality service to all our visitors, supporters, members, donors, volunteers and partner organisations.

We welcome your comments, feedback and suggestions on the standard of service that we provide as we continually strive to meet the high standards that we set for ourselves. However, we recognise that sometimes things go wrong and in these instances, it may be necessary for an individual or group to make a complaint.

This policy covers complaints about the standard of service we provide, our handling of personal information, the behaviour of our staff and any action or lack of action by our staff affecting an individual or group. It sets out how to make a complaint and what will happen when you do.

Our complaints policy does not cover matters that have already been fully investigated through this complaints procedure or anonymous complaints .

The Churches Conservation Trust maintains a separate procedure for the management of safeguarding concerns. Please read our [Safeguarding Statement](#), which includes information on how to raise a safeguarding concern. Where such a concern is raised it will be taken seriously and investigated thoroughly.

## 2. Definition

A complaint is an expression of dissatisfaction, whether justified or not, and we will treat as a complaint any expression of dissatisfaction with our service which calls for a response.

## 3. Our standards

We will comply with the [Parliamentary and Health Service Ombudsman's Principles of Good Complaint Handling](#) and:

- ensure all complaints are taken seriously, whether they are made orally or in writing
- deal with your complaint promptly and efficiently
- treat you with courtesy and respect at all times
- learn from complaints and take action to improve our service where necessary

#### **4. Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of UK Data Protection law. We will only seek to involve those staff members necessary to resolve it. CCT's Data Protection Policy and General Privacy Policy is available using the following link: [Privacy & Security Policy | The Churches Conservation Trust \(visitchurches.org.uk\)](https://www.visitchurches.org.uk/privacy-security-policy).

#### **5. Recording Complaints**

We will record each complaint that we receive so that we can monitor the types of problems you have encountered, the best way for us to resolve them and how long it takes us to deal with them. This will help us to take a closer look at how we can improve on the service that we provide and make changes where necessary.

#### **6. Making a complaint**

If the need should arise for you to make a complaint then it is always better if you can let us know as soon as possible. Some complaints can be resolved quickly by speaking to a member of staff and we welcome the opportunity to do this wherever possible.

If it is not possible to resolve your complaint at the point at which it occurs, then you can contact us later by email, in writing or by telephone.

**Email:** [enquiries@thecct.org.uk](mailto:enquiries@thecct.org.uk)

**Write to:**

The Churches Conservation Trust  
St Peter's Street  
Northampton  
Northamptonshire  
NN1 1FH

Tel: 0207 841 0400 (Our office is open Monday to Friday from 9.00am until 5.00pm)

#### **7. What happens next**

CCT has a two-stage complaints procedure to help us deal with all complaints efficiently and effectively.

Stage 1 - Your complaint will be referred to Head of the area or team to whom the complaint relates, so that they may investigate your concerns and respond to you directly. You will receive a written acknowledgment of your complaint, via either email or post, within 5 working days. We will aim to provide you with a full response to your complaint within 20 working days.

Stage 2- If you remain unhappy or are dissatisfied with the response you have received from us following the first stage, then you may request a review by the Director of the relevant area or team. You will receive a written acknowledgment, via either email or post within 5 working days of the date of your request for a review. We will aim to provide you with a full response to your complaint within 20 working days.

We will aim to investigate and respond to all complaints within the timescales noted above; however, it may occasionally be necessary to extend these time scales. If this is the case, we will keep you informed of our progress, the reason(s) for the delay, and provide you with a revised deadline by which you can expect our response.

## **8. What happens if you remain dissatisfied?**

We sincerely hope that we will be able to fully resolve your complaint using stage one or stage two of our complaints procedure. However, in the event that we have been unable to settle your complaint then you can request to have your concerns escalated to our Chief Executive Officer (CEO).

Please note we can only escalate your complaint to our CEO once you have been through both stage one and two of our complaints procedure.

Following each stage of our complaints procedure, you will have a maximum of 20 working days from the date of the final response to request that your complaint be progressed to the next stage.

If your complaint relates to our handling of personal information, we will let you know that you have the right to complain to the Information Commissioner's Office and will provide you with their contact details.

## **9. Resolution**

When we get things wrong, we will act to accept responsibility, explain what went wrong and why and put things right where possible by making any changes that may be required.

Our response to your complaint will be proportionate and appropriate to the failure in the service that you have received. An apology is the very least that you can expect, but other action may also be necessary including, but not limited to;

- A sincere and meaningful explanation as to what happened and/or what went wrong
- An outline of any remedial action that may be required to resolve your complaint
- Putting things right, this may include a change of process, procedure or decision, or further training/supervision of our staff in order to prevent future reoccurrence

## **10. Learning**

Learning from complaints is a good way of helping us to improve and develop the way that we work across the organisation and with the public. As well as learning from your complaints, we are also interested in any other ideas you may have on how we might do things differently so that we can continue to improve on the standard of service that we provide. You can make your comments or suggestions by emailing or writing to us at the details provided above. We will use your feedback to help improve our service wherever possible and change the way we do things for the better.