DISS SURVEYORS' ALLOTMENT CHARITY
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# Complaints Handling Policy

## 1. Purpose

The purpose of this policy is to ensure that complaints relating to Diss Surveyors' Allotment Charity ("the Charity") are handled fairly, consistently and promptly.

The Charity is committed to responding positively to concerns and recognising complaints as an opportunity to improve its administration and decision-making.

## 2. Scope

This policy applies to complaints concerning:

- The administration of the Charity.
- The conduct of Trustees acting on behalf of the Charity.
- The management of the Charity's affairs.
- The operation of the Charity's policies and procedures.

This policy does not apply to:

- Disagreements with grant funding decisions properly made by Trustees.
- Matters that are subject to legal proceedings.
- Complaints relating solely to Diss Town Council services.

## 3. Principles

The Charity will:

- Treat complainants with respect.
- Deal with complaints impartially.
- Handle complaints in a timely manner.
- Seek to resolve issues at the earliest opportunity.
- Maintain appropriate records of complaints received.

## 4. Stage One Complaint

Complaints should be submitted in writing to the Clerk of Trustees.

The complaint should include:

- The complainant's name and contact details.
- The nature of the complaint.
- Any supporting information.
- The outcome sought.

The Clerk shall acknowledge the complaint and seek to resolve the matter where appropriate.

## 5. Stage Two Complaint

Where the complainant remains dissatisfied, the complaint may be referred to the Chair of Trustees.

The Chair shall review the complaint and any previous response and determine whether further action is required.

## 6. Stage Three Complaint

Where the complainant remains dissatisfied following Stage Two, the complaint may be referred to the Trustees.

The Trustees shall consider the complaint at an appropriate meeting and shall determine the Charity's final response.

The decision of the Trustees shall be final.

## 7. Recording Complaints

A record shall be maintained of:

- Complaints received.
- Actions taken.
- Outcomes reached.

The Trustees may review complaint information periodically to identify recurring issues or opportunities for improvement.

## 8. Confidentiality

Complaints shall be handled sensitively and personal information shall be processed in accordance with applicable data protection legislation.

## 9. Unreasonable or Vexatious Complaints

The Charity reserves the right to limit correspondence where a complaint is considered to be unreasonable, repetitive or vexatious.

Any decision to do so shall be made by the Trustees and recorded appropriately.

## 10. Monitoring and Review

This policy shall be reviewed every four years, or earlier if required by changes in legislation, Charity Commission guidance or the Charity's operations.