



C/O ClayTAWC
Fore Street
St Dennis
PL26 8AF

COMPLAINTS PROCEDURE

1. Making a complaint

If you want to make a complaint, we have a procedure for you to use. This page explains the procedure. It applies to all aspects of our work, not just funding.

Making a complaint will not affect in any way the level of service you receive from us. For example, if your complaint is about an application for funding, this will not affect your chances of getting a grant from us in the future.

You can complain if you think that:

- 'maladministration' has taken place (for example, if we have delayed, made mistakes in or failed to follow the procedures in our application process);
- we have failed to give you access to information or have given you incorrect advice or information;
- we have not treated you politely; or
- we have discriminated against you or not treated you fairly.

If your complaint is concerning our response to a funding application, we can only look at your application again if:

- we discover, (through dealing with a complaint), that we did not follow the published procedures for assessing your application;
- you can show we have misunderstood a significant part of your application; or
- you can show we did not take notice of relevant information.

You need to do this in writing within four weeks of receiving our response to your application.

What you cannot complain about

You may be disappointed if we turn down your application for funding, but you cannot use the complaints procedure to appeal against our decision on giving a grant if we have followed our decision-making procedures fully

You cannot complain about our published policies or any government policy. If you have any comments about our policies, you should send these to our Administrator.



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2. How do I make a complaint?

When making a complaint, please follow these three stages:

Stage 1

If you are not happy with the service you have received, contact the person you first dealt with. They will try to put things right. We hope that we can settle complaints as quickly as possible in this way.

Stage 2

If you are not satisfied with the response you receive, you can take this further by writing to our Chairperson, and report:

- what happened;
- when it happened;
- who dealt with you; and
- what would you like us to do to put things right.

Also tell us if there is anything we need to know about how to contact you

Within five working days of receiving your complaint we will write to you to say that we have received it. You will receive a written reply to your complaint within 10 working days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it. We may ask you to come to a meeting with us to discuss your complaint in more detail. We would send you a written record of the meeting and a formal reply to your complaint from our Chairperson.

If your complaint is about the way we have used our powers to provide, refuse or manage funding, you can then move on to stage three. If your complaint is about the way we conduct any other aspect of our business, we will let you know about alternatives that may be open to you. In our response to stage two we will tell you whether stage three is open to you.

Stage 3

If you are not satisfied with our Chairperson's reply, you can refer your complaint to our Government regulator ENTRUST. ENTRUST is unbiased and hears both sides of the complaint. ENTRUST is not part of our organisation and their investigations and recommendations are independent. You can ask ENTRUST to look at your complaint, or our Chairperson can ask them to do this. ENTRUST has the power to decide whether or not to investigate a complaint, and will explain their reasons if they decide not to investigate it. If ENTRUST investigates your complaint and finds that it is justified, he or she will recommend ways for us to put things right, and how to prevent a similar situation in future. ENTRUST will report within three months, and usually more quickly. We will normally make any changes ENTRUST recommends to our current procedures as quickly as possible. ENTRUST cannot consider complaints that have not gone through the procedure set out in this document. If you want ENTRUST to consider your complaint, you must write to them, within four weeks of receiving our Chairperson's reply. ENTRUST cannot reverse funding decisions or make comments or changes to our legal responsibilities and policies on awarding grants. To contact ENTRUST see 'Getting in touch' at the end of this document.



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3. *Presenting your complaint*

You may not be sure what information you should include or how best to set out your complaint. You should present the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible. We can give you information about how we will process your complaint.

Our contact details are given in the 'Getting in touch' section at the end of this document.

If you need any help, you can contact your local Citizen's Advice Bureau (their contact details are in the phone book or at www.citizensadvice.org.uk).

We will keep all complaints confidential. If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way.

4. *Your personal information*

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to do so by law or if you have given us permission.

5. *Equal opportunities*

We are committed to equal opportunities and take complaints about discrimination seriously. We may use complaints about discrimination to review our policies and procedures. This is to make sure we treat everyone equally. We may record information about the ethnic background, sex and disability of everyone who makes a complaint so that we promote and maintain our equal opportunities commitment. We will keep all information confidential.

6. *Getting in touch*

Any contact should be through our Admin – info@stdennisnanpeanct.org.uk

You can also contact us via our website: <https://www.stdennisnanpeanct.org.uk/contact/>