



Trowbridge Future  
80 Charles Street  
Trowbridge  
Wiltshire  
BA14 8ND  
Tel: 07765371051  
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[www.trowbridgefuture.org.uk](http://www.trowbridgefuture.org.uk)

## COMPLAINTS AND COMPLIMENTS POLICY & PROCEDURE FOR TROWBRIDGE FUTURE

Date approved: August 2020

Date of next review: August 2023

### Introduction

Trowbridge Future is a small, independent charity based in Trowbridge, Wiltshire offering support and advice to the local community through youth services and community hubs across the town.

### The purpose of this policy

To support Trowbridge Future's organisers/leaders/managers and staff, helpers/ volunteers in dealing effectively with all complaints and making good use of any compliments received.

This will be done by:

- Having procedures to follow to deal with complaints
- Having procedures that help make the best of any compliments received
- Understanding how to use the local press and media to our club's advantage.

Trowbridge Future see complaints as an opportunity to grow and learn for the future, as well as an opportunity to address and put things right for the person or organisation who has made the complaint.

Our policy is:

- To ensure to create a fair, clear and transparent process for anyone to who would like to make a complaint
- To publicise and make people aware of the complaints procedure, so people know how to contact us to make a complaint
- To make sure all complaints are dealt with in a timely and fair way
- To make sure complaints, where possible, are resolved and relationships repaired
- To use information gathered to help us improve what we do

### Complaint Procedures

#### Definition of Complaint

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of Trowbridge Future's work. This policy does not cover complaints from staff. Staff should be directed to the Grievance Policy.

#### Confidentiality

All complaint information will be dealt with sensitively, telling only those who need to know and following any data protection requirements.

### **Responsibility**

Overall responsibility for this policy is held by Trowbridge Future trustees. Any person making a complaint should be asked to complete a complaints form and this should be sent on to the Chair of Trustees to be discussed with the staff member escalating the complaint and to agree steps to be taken to rectify the concern raised.

### **Contact Details for Complaints**

Any complaints can be made in person, via telephone, email or in writing.

Written complaints should be made to Trowbridge Future 80 Charles Street Trowbridge BA14 8ND. Complaints sent by email should be directed to: [meg@trowbridgefuture.org.uk](mailto:meg@trowbridgefuture.org.uk). Complaints via telephone can be made to: 07765371051

### **Compliments Procedure**

#### **Definition of Compliments**

A compliment is an expression of satisfaction about the standard of service we provide. We are always glad to hear from people who are satisfied with the services we offer.

#### **Responsibility**


All compliments will be kept in staff HR files and fed back to the relevant staff member via their line manager.

#### **Contact Details for Compliments**

Any compliments can be made in person, via telephone, email or in writing.

Written compliments should be made to Trowbridge Future 80 Charles Street Trowbridge BA14 8ND. Compliments sent by email should be directed to: [meg@trowbridgefuture.org.uk](mailto:meg@trowbridgefuture.org.uk). Compliments via telephone can be made to: 07765371051

#### **Sign Off on this Policy**

Name:	Meg Aubrey	Position:	Chief Executive
Signed:		Dated:	August 2020

Author: Latest Update Meg Aubrey



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## TROWBRIDGE FUTURE COMPLIMENT FORM

Your feedback is very important to us; if you are pleased with your experience please let us know:

### Person Making Compliment

Name of Person	
Home Address	
Tel No	
Email	



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## TROWBRIDGE FUTURE COMPLAINTS FORM

Name of complainant	
Address of complainant	
Contact details	

### Complaint Details

Date of complaint		Time	
Location of Incident	Who or What is the subject of the complaint		
Summary of the issue			
Witness details <small>(if applicable)</small>			
Address of witness			
Contact details			

Complaint Outcome						
Resolved?	Yes	No	Manager Signature		Date	