

Eaga Charitable Trust's policy for handling *comments, complaints and compliments* (Triple C) about its staff and trustees

1. General

Eaga Charitable Trust (Eaga-CT) has high standards of integrity, honesty and ethical conduct. We aim to achieve successful outcomes in our grant-giving operations and continuous improvement of service.

We aim to respond promptly to all communications we receive from third parties and to take appropriate action in response.

We view all comments, complaints and compliments about our service as valuable and we will use them to help us improve our service wherever possible.

In the case of complaints, we are committed to learning the lessons when we find that something has gone wrong and to implementing change so that we do not make the same mistake again.

2. Our commitments

We want it to be easy for you to provide us with comments, complaints and compliments. We are contactable by telephone, letter and email and you can find the details you need in order to contact us on our website.

We do ask for something in writing (including email) for monitoring purposes and we will make a note of a conversation if a third party declines to give a comment, complaint or compliment in writing or is unable personally to do so.

We do not want our procedure to be overly bureaucratic, time consuming and a diversion from what really matters – dealing promptly with comments, complaints and compliments.

We will within 3 working days acknowledge receipt of comments, complaints and compliments.

We will deal with comments, complaints and compliments promptly and report back to you what we have done in response.

If dealing with a comment, complaint or compliment is a lengthy process we will send regular progress reports.

We will report in our Annual Report on our performance in relation to this policy.

3. Specifically in respect of complaints:

When we receive a complaint from you about our paid staff, our trustees or our organisation generally it will be dealt with in the first instance by the Trust Manager (See Section 6: Trust Manager).

You will receive, in addition to acknowledgement that the complaint has been received, the contact details of the person to contact at any time until the complaint has been fully dealt with.

4. Time

It is difficult to pre-determine how long it will take to deal with a complaint because it will depend on variable factors like complexity and availability of witnesses.

We will resolve complaints within 28 working days wherever possible. If an extension beyond this time is needed, we will report to you within 28 working days to explain the stage we have reached in dealing with your complaint, why it has not been possible to complete all stages within 28 days and we will give you our estimate of how much longer it will take to deal with your complaint.

We will report the outcome to you in writing and we will additionally offer further feedback, if you want it, in such form and at such time as is reasonable in the circumstances.

5. Reviews

If you are unhappy with the outcome and you wish to take your complaint further, we will designate a trustee who has not had any involvement in dealing with your complaint previously to review how we have dealt with your complaint.

In a review, the reviewer may confirm, vary or set aside the previous outcome. If the reviewer sets aside the outcome, the reviewer can substitute a different outcome.

There is no appeal from the decision of a reviewer.

6. Trust Manager

If your complaint is about the Trust Manager it is possible that there may be a conflict of interest if the Trust Manager were to deal with the complaint. The Trust Manager will consider whether to declare an interest and in such a case the following procedure will apply.

The Chair of the trustees will designate a trustee or external lay or professional person to investigate and make a decision in the form of a recommendation to the trustees in respect of the complaint.

The Trust Manager may request a review of the recommendation before it is considered by the trustees, in which case the Chair of the trustees will appoint a panel of three persons to carry out the review. The panel may confirm, vary or set aside the recommendation and if it decides to set aside the recommendation it may substitute a different recommendation.

No trustee who has previously dealt with the complaint may take part in the trustees' consideration of the complaint. The Trust Manager and/or a legal or lay representative shall be entitled to be present and produce evidence and make representations to the trustees before a decision in respect of the complaint is made.

7. Record-keeping

The Trust Manager is responsible for keeping a record of all comments, complaints and compliments that we receive. Electronic records are sufficient for this purpose provided that they are regularly backed up and they are not deleted within a minimum period of three years.

Copies of all such comments, complaints and compliments will be sent electronically to the Chair of the trustees for monitoring purposes.

The Trust Manager must inform a trustee who is the subject of a complaint that the complaint has been received.

It is good practice for other comments and compliments to be shared with trustees.

The trustees will always consider what implication a comment, complaint or compliment received may have for service delivery, learning and continuous improvement.

8. Confidentiality

All information about comments, complaints or compliments will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

9. Learning points

Where steps can be taken to improve service delivery as a result of consideration of a comment, complaint or compliment received, the Trust Manager will discuss with the trustees what steps it may be appropriate for us to take.

10. Reporting

The Trust Manager will report regularly to the trustees on comments, complaints and compliments received and the actions taken in response to them.

11. Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees.

For more information about this policy, contact:

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