

Liquorice Park Millennium Green Trust

Complaint Policy and Procedure

The Trust continually strives to meet the founding objectives of the trust. Trustees are always grateful to hear from the community about complaints, concerns, or worries, as it helps improve the way the Trust and Liquorice Park operates.

If you are unhappy with any aspect of the Trust you have options to:

1. Raise the issue informally with any trustee, either by email or face-to-face. The names of trustees can be found on the contact us page of the Liquorice Park website. The trustee will investigate your concerns and seek to resolve them informally within 7 days. Should this not resolve matters to your satisfaction then you still have the option of making a formal complaint to the Trust.
2. Make a formal complaint to the Trust using the procedure below.

Complaint Policy

The Trust aims to:

1. Make making a complaint an easy process, either by email or in writing.
2. Treat complainants promptly, politely, and, where appropriate, confidentially.
3. Investigate the complaint fully and impartially.
4. Respond to the complainant within a reasonable timescale.
5. Provide clear information and support both to the complainant and to anyone that is the subject of a complaint.
6. Provide details on escalating the process should the complaint not be resolved to the complainant's satisfaction.

How to Make a Complaint

You can make a complaint to the Trust by email at enquiries@liquoricepark.co.uk or in writing at High View, Carline Rd, Lincoln LN1 1HD. Please include your name, address, and contact telephone number in your email or letter so that the Trust can get back in touch with you. It would help if you could indicate your preferred method of receiving communications from the Trust.

To ensure the Trust deals with your complaint promptly and accurately, please tell us:

- Exactly what the problem is and how it has occurred – please give as much information as possible.
- How it has affected you.
- What you consider should be done to put the matter right.

Complaint Procedure

Stage One – Complaint: Your complaint will be passed directly to the Complaints Coordinator who will record the complaint and make best endeavours to acknowledge it within 7 days of receipt.

Stage Two – Investigation and Response: The Trust will endeavour to respond fully and conclusively to all complaints within 21 days of acknowledgement; if the Trust thinks it will take longer, it will let you know. The Complaints Coordinator will lead the investigation and ensure that all complaints are dealt with impartially and promptly. If the complaint is about the Complaints Coordinator, the investigation will be led by the Chair of the Trust.

Stage Three – Appeal: If you are dissatisfied with the outcome of the investigation, you may appeal to the board of Trustees. The issue will be reviewed at the next meeting of Trustees, and the Trust will provide a written response within two weeks of the meeting.

Situations Where the Trust May Not Respond to a Complaint:

On rare occasions the Trust may choose not to respond to a complaint. These include:

- When a complaint is about something the Trust has no direct connection to.
- When someone unreasonably pursues a complaint that the Trust has already responded to. In this case, the Trust may choose not to reply again – the Trust will always inform the complainant of a decision to do this.
- When a complainant is being obviously abusive, prejudiced, or offensive in their manner.
- When a complainant is harassing a volunteer or Trustee.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to the Trust and numerous other organisations as part of a bulk mailing or email. In this instance, the Trust will determine whether it is necessary for us to reply or not.

When a complaint is made anonymously, the Trust cannot respond to the complainant, but it will investigate the complaint and use the information to improve in any way that it can.

Record keeping

The Trust will keep a record of each complaint and outcomes for two years from the date of the complaint.

Other Bodies

The Trust is guided by the requirements of the Information Commissioner's Office and the Charity Commission.

Last updated: 7 Nov 2022

Reviewed Dec 2022 PRC