



Rickmansworth Waterways Trust Ltd

Batchworth Lock Canal Centre
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Complaints and Concerns

A guide for staff, volunteers and visitors

What do we mean by “complaint?”

Generally, a complaint is any communication made by a person with a legitimate interest in the Trust’s activities, a parent or member of school staff for example, which expresses dissatisfaction about the standard of teaching or service, or about the conduct of members of staff or volunteers employed by the Trust. The feedback received from complaints helps us as we strive to improve our services.

Concerns and Complaints. We recognise the difference between a concern and a complaint, and acknowledge that taking informal *concerns* seriously at the earliest stage will reduce the need to raise formal *complaints*. We will aim to handle concerns without the need for formal procedures, and our complaints procedure does not in any way undermine efforts to resolve the concern informally. In most cases the individual delivering the service will receive the first approach, and should be able to resolve issues on the spot, including apologising where necessary.

Who do I complain to?

The person most likely to be available at once is the Education Programme Leader, and an oral complaint (or expression of concern) may be made to him/her. But a formal complaint, ideally using the form attached, should be made in writing to the Chairman of the Trustees at the Trust’s registered address.

Dealing with Complaints – Formal procedures

The formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further as a complaint.

The operation and management of the Trust’s complaints procedure is by the Chair of the Trustees.

There are three main steps in making a complaint.

RWT Complaints Procedure
Jan 2011

Stage 1 (informal)

You should contact the Trust first and tell the staff (whether voluntary or permanent) about your complaint. The issues raised will be checked at once, and if possible remedial action taken on the spot. Most concerns and complaints are dealt with successfully in this way: our aim is to ensure that complaints are addressed promptly and resolved informally wherever possible.

Stage 2

Where it is not possible to resolve the matter informally, or if your complaint is specifically about the Programme Leader, the next step is to write to the Chair of the Trustees at the Trust's offices. The Chair will either:

- Investigate your complaint
- Ask an independent person to do so.

At the end of the investigation, you may be invited to a meeting to get feedback, or you will receive a full written response by post.

You may be asked to come and tell the investigation more about the background to your complaint.

Stage 3

If you are still unhappy after this investigation, an independent or external panel may be convened at a mutually convenient time and place. It may be necessary to involve, for example, the local CVS, the NCVO or even the Charities Commission, MCGA or HSE, and for some types of complaint we may have to refer the matter to the ISA.

Timescales

Stage 1 – We will reply to your complaint within 15 working days.

Stage 2 - You should receive a reply within 30 working days

Stage 3 - You should receive a reply within 30 working days

We do not undertake to have resolved the issue fully in those times, because the issues may be serious and we are a very small organisation. But we will at least keep you informed in this way. If more time is needed you will be notified.

RWT Complaint Report

Please complete and return to
The Chairman, Rickmansworth Waterways Trust, Batchworth Lock Canal
Centre, 99 Church Street, Rickmansworth WD3 1JJ,
who will acknowledge receipt and explain what action will be taken.

Your name:

Subject's name:

Your relationship to the subject:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Please give details of your complaint.

What action, if any, have you already taken to try and resolve your
complaint.

(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By who:

Complaint referred to:

Date: