



BERKSHIRE GARDENS TRUST

Complaints Procedure

We should like to know if there is any part of what we do that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that we may publish the replies given to any queries raised; but will respect the confidentiality of the individuals concerned.

Confidentiality

All complaint information will be handled sensitively, in line with relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Chair.

We have policies in place which may assist: Safeguarding; Risk Assessment; and Data Protection.

Who should I contact:

Please get in touch with our Chair by email at BerksGTenquiries@gmail.com; or with any of the Trustees if they are known to you personally. Alternatively write to the Chair, Berkshire Gardens Trust, c/o Registered Office, Chilton Lodge, Speen Lane, Newbury RG14 1RN.

We will endeavour to resolve your concerns quickly and sensitively. If you are not happy with our response, please come back to us and we will try to resolve the issue.

Complaints about how we look after your personal data:

We are committed to keeping your personal details safe. For information on how and why we use your personal data, in accordance with the General Data Protection Policy (GDPR), please see our Data Protection, published on the BGT website.

Contact us as soon as possible giving clear details so we can endeavour to resolve the issue. Specify clearly what aspect of our activities you wish to make the complaint about.

Complaints about events:

Including the following details will help us to investigate your complaint effectively and quickly:

- The specific issue to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

Please note that we endeavour at all times to treat everyone with respect, and we expect the same standards of behaviour from those benefitting from or taking part in our activities.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in confidence.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

BGT will endeavour/take all reasonable steps and we will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an answer or acknowledgement within 5 working days. You will receive a response to your written complaint within 10 working days. A full response, if required, may take longer depending on the nature of the complaint.

Berkshire Gardens Trust
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