

Customer Complaints Policy

1. Overview

We welcome all feedback from our customers. Although we hope that our customers won't have cause for complaint, we do understand that at times you may wish to contact us to discuss concerns that you may have about our services.

This policy sets out how you can contact us to make a complaint, and how we will deal with any complaint you make.

2. Who we are and how you can contact us

2.1 Use of facilities and some events are operated by Milton Creek County Park Trust (MCCPT) and you can see details of how to contact us below:

Person responsible for handling complaints: Customer Service Volunteer

Address: Kemsley Community Centre, The Square, Ridham Avenue, ME10 2SL.

Email: customerservice@miltoncreek.co.uk

3. When to contact us

3.1 A complaint can cover any element of the use of facilities or events that we operate and can also relate to:

- things that our volunteers have or haven't done;
- the level of service provided by us or any of our volunteers;
- the quality of the facilities or events that we have provided;
- the timing of arrangement of facilities or events that we have provided;
- problems with the facilities.

3.2 You may wish to contact us for other reasons such as to ask for more information about the facilities or events that we provide, and you can do so by emailing:

info@miltoncreek.co.uk

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4. What information to provide in relation to a complaint

Please provide as much information as possible when making a complaint and in particular:

4.1 Your name, address, telephone number and email address together with details of the method that you would be preferred to be contacted by in discussing your complaint.

4.2 The nature of the complaint, with details of the date, bookings, and communications.

4.3 If your complaint relates to a particular volunteer, please provide the name or other information to help us identify them.

4.4 Any documentation that relates to your complaint such as emails texts, forms etc.

4.5 Any further information in relation to your complaint and details of how you would like to see the complaint resolved.

5. How we will handle your complaint

5.1 The processes that we follow in regards to handling complaints are detailed below:

Person responsible	Action	Timescale
Customer Service Volunteer	Acknowledge receipt of complaint	3 working days from receiving complaint
Customer Service Volunteer	Internal investigation	7 working days after acknowledgement
Customer Service Volunteer	Contact customer for further information if required	During the internal investigation
Customer Service Volunteer	Write to customer with outcome and proposed resolution.	Within 10 working days from receiving complaint.

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Customer	Contact us if you do not agree with the resolution to escalate/appeal.	Within 5 working days of the written confirmation of the outcome.
Chairman MCCPT	Review complaint and contact customer to discuss further.	Within 5 working days of customer appeal.
Chairman MCCPT	Confirm in writing outcome of the review and any decision taken in relation to the complaint.	Within 20 working days of customer appeal.

5.2 Please note that while we will endeavor to resolve your complaint within the timescales indicated above this might not be possible due to the nature or complexity of your complaint or where we are not able to contact you for further information for example. In these circumstances, we will keep you informed of the timescales we are working to.

6. External complaints procedure

6.1 We are a regulated Charity (Charity No. 1152049). If you are not satisfied with the outcome, you have the right to refer any complaint to the Charity Commission within 45 working days of the completion of our appeal process.

Contact details for Charity Commission are on their website:

[The Charity Commission - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

7. Confidentiality and data protection.

7.1 We will ensure that all complaints are dealt with confidentially and information you provide will only be shared with individuals that we need to discuss your complaint with during the process outlined at 5 and 6 above.

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7.2 If we would like to share details of your complaint for any other reason such as training, we will ensure the details shared do not identify you.

7.3 Any personal data that we collect during handling your complaint will be held in accordance with the relevant data protection legislation and our data protection policy which can be found on our website:

<https://miltoncreek.co.uk/about-us/the-trust/>

8. Policy Updates

This policy was adopted on 22 January 2024. The Chairman has overall responsibility for this complaints policy and ensuring that it is regularly reviewed and updated if necessary.