



Complaints and Compliments Policy

1. COMMENTS, COMPLIMENTS & COMPLAINTS

We want to provide the best service we can. To help us do this we would like to hear your views.

If you are pleased with a member of staff or a service we provide, then please let us know.

We also want to know when things go wrong. If you are unhappy with the services you receive, we have a complaints procedure for you to use. We take complaints seriously and want to put things right.

2. OUR COMPLAINTS STANDARDS

If you make a complaint and we are at fault, we will:

- apologise;
- tell you why things went wrong;
- let you know that we will try to make sure the same thing does not happen again;
- try to put things right;
- If we are not at fault, we will explain why.

3. THE COMPLAINTS PROCEDURE

If you want to complain about the way we have done something or if there is something we have failed to do, please let us know.

First of all, please speak to the member of staff who has been dealing with you and tell them about the problem. They may be able to sort it out straight away.

However, if you consider that your complaint cannot be resolved by speaking to the member of staff you have been dealing with, you can make a formal complaint to the Charity Manager, who will investigate your concerns.

4. HOW LONG WILL IT TAKE?

We aim to reply to all correspondence and calls including complaints, in ten working days. If we cannot do this, we will send you a letter within that time telling you when you can expect to receive a reply.

If your case needs investigating, we will aim to do so in 21 working days.

If you are still not satisfied, you can ask the Board of Trustees, to review your complaint.

When the nominated Trustee has considered your complaint, they will write to advise you of their final decision within 21 days.

5. WHO TO CONTACT

Please telephone, write or email:

Donna Blanche, Charity Manager
The Leonardo Trust
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Broadstone
Dorset
BH8 8AA
Email: donna@leonardotrust.org
Tel: 01202 698325

Board of Trustees
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The Leonardo Trust is an independent charity and works in partnership with other charities, community groups and local government organisations.

Charity Reg No: 1086045