

## **COMPLAINTS POLICY**

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### **Introduction**

We take complaints seriously. If you have any complaint about our services or activities, we want to hear about it and will do our best to put it right. We will deal with complaints fairly, efficiently, and effectively; ensure all complaints are handled in a consistent manner; and use complaints constructively by analysing and learning from complaints made to us.

### **What is a complaint?**

It may be a criticism that expects a reply and requires action or changes to be made. It may be an expression of dissatisfaction with any aspect of our activities which is under our control.

### **How to complain**

Many complaints can be resolved informally and in the first instance we ask you to make your complaint to a member of the Friends' Committee or other person acting on behalf of the Friends who will try to sort the matter out. If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish for an informal solution, you may pursue a formal complaint. Send an email to [complaints@englishlocalhistory.org](mailto:complaints@englishlocalhistory.org) or a letter to Friends of the Centre for English Local History, HYPIR Mail Room, Attenborough Building, University of Leicester, University Road, LEICESTER, LE1 7RH. Please provide your name and contact details. We are unable to respond to anonymous complaints or matters for which we are not directly responsible.

### **What will we do on receiving your complaint?**

We will listen to your complaint and advise you how it will be handled. We will then investigate, take action to resolve the problem and tell you what the action is, and take steps to avoid a repeat occurrence. Our committee will monitor this procedure and ensure complaints do not go unresolved.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our officers and members. Confidential information in relation to your complaint, including your personal data, will be handled sensitively in line with our Privacy Notice.

### **How long will it take to respond?**

If you contact us by email, you will receive acknowledgement of your complaint within 5 working days of receipt. You may be contacted to make sure that we have understood your complaint properly and may be asked to supply further information about your complaint. We endeavour to respond fully and conclusively to all complaints within one month.

It may take us longer to respond to complaints sent by post as there are times when our officers are not on campus. We are unable to provide a firm timeframe but we will acknowledge your complaint within 5 days of collecting your letter from the post room.

**Can you take your complaint elsewhere?**

The Friends of the Centre for English Local History is an unincorporated charity (number 1073528) registered with the Charity Commission. If you do not feel satisfied with the way we have handled your complaint, you can contact the Charity Commission at the address below.

Charity Commission  
PO Box 211  
Bootle  
L20 7YX

Tel: 0300 066 9197

For further information, see <https://forms.charitycommission.gov.uk/Complaints-to-the-Charity-Commission-for-England-and-Wales/>