

PORT SUNLIGHT VILLAGE TRUST

COMPLAINTS & FEEDBACK POLICY & PROCEDURE (CUSTOMERS)



Policy Sponsor:	Director of Corporate Services
Approving Body:	Board of Trustees
Date Approved:	July 2016
Date of Last Review:	June 2023
Date of Next Review:	June 2026

Our Service to You

Port Sunlight Village Trust (PSVT) is committed to providing you with a high quality, accessible and responsive service that consistently meets or exceeds your expectations.

Your views are important to us because they help us to improve our services and ensure that we treat everyone fairly. We realise that on some occasions we don't always get things right and when this happens we need to know. Also, it is great for us to hear when we do get things right. PSVT views any form of feedback e.g. compliments or suggestions (including complaints) as an opportunity to learn and improve our services as well as an opportunity to put things right for you when something has gone wrong.

Definitions:

What is a Complaint?

A complaint is any expression of dissatisfaction, either informally or formally, about any aspect of PSVT that requires a formal response.

What is a Concern?

A concern is a problem raised that can be resolved and responded to straight away.

Feedback

Feedback is any type of information received, for example, a comment (positive or negative), compliment, suggestion or a thank you that PSVT can use to show that we are providing a valued and much needed service or to assist us to improve our services.

Confidentiality:

Confidentiality will be maintained as far as is possible. There are some situations where the identity of a complainant has to be disclosed. We will, at all times, exercise the utmost discretion when dealing with complaints or concerns raised. We will handle your information in line with GDPR.

What we'll need to know

We need to understand your feedback, concern or complaint straight away. For us to do this, we'll need the following information:

- Your contact details, including telephone number and email address
- The nature of the feedback, concern or complaint

- Any names or dates that you have noted in relation to the incident
- Where relevant, what you would like us to do to put things right

If, at this point, we are able to resolve the issue straight away then we will log this as a concern. However, if the issue is unable to be resolved informally, **Stage 1 of the formal complaints procedure will be followed.** All formal complaints must be received in writing via; website, letter, email or our Complaints & Feedback form. A copy of the Feedback form is available on request from our main office. Feedback can be provided in the above mentioned ways and additionally, via telephone.

NB: All formal complaints should be resolved within 28 days of the date at which the complaint was received by PSVT. Every endeavour will be made to reply within 28 days but occasionally complex matters or matters involving third parties may take longer to resolve. PSVT will include a copy of the policy and procedure in responses to any complaints received.

There is no time limit on making a complaint, but it is best for the complaint to be made as quickly as possible after the incident(s) occurred. If more than 6 months have passed between the incident (or latest incident) and the date when the complaint is made, then we may not be in a position to investigate it. If a complaint is made more than 6 months since the incident, the reasons for the delay in the complaint must be explained. However, explaining these reasons does not guarantee that the complaint can be investigated, due to the period of time that has elapsed.

If, during the process of investigating a complaint, PSVT need to seek further information from the person raising the complaint regarding the issue, then the resolution may be delayed. However, should the individual not respond to further requests within 6 months of the original complaint being registered, the issue will be considered lapsed and no further action will be taken. There may be circumstances where the individual is unable to respond within the time frame, such as illness or personal difficulties, and these will be considered on a case by case basis.

The Procedure

Stage 1 (Formal Complaint)

An acknowledgement letter will be sent **within 5 working days** of receipt of your complaint. This letter will include the **details of who will be investigating your complaint.**

You will be provided with a full response letter **within 28 days** of the date at which we received your complaint. This letter will include the details of who to contact if you are not satisfied with the outcome of your complaint at stage 1 and a copy of this policy and procedure.

Stage 2 (Chief Executive - Appeal)

If you are not satisfied with the outcome of stage 1 you can appeal, in writing, to the Chief Executive. Details will be included in your full response letter from stage 1. The appeal must be received by PSVT **within 5 working days** of receiving the full response letter from stage 1.

You will receive an acknowledgement letter **within 5 working days** of receipt of your appeal.

The Chief Executive will review the information gathered about the complaint and the steps taken to resolve it. They will also review, in detail, the points raised in your appeal. Following this, they will contact you in writing, **within 28 days** of receiving your appeal, to inform you of the outcome.

NB: Please note that the decision made by the Chief Executive is final.

In the event that the complaint is about the conduct of the Chief Executive, the Chair of the Board of Trustees will investigate the complaint and provide a written response to you within 28 days of receipt of the complaint. If the Chair's response is unsatisfactory, at your own cost, you may be able to obtain further

specialist advice and information from your local Citizens Advice Bureau (CAB), Specialist Advisory Service, Law Centre, Charity Commission or Solicitor.

Persistent Complainants and Unreasonable Behaviour

PSVT is aware that there may have been upsetting or distressing circumstances leading up to a complaint and some people may act out of character during times of difficulty or distress. However, the actions of complainants who are angry, demanding, vexatious or persistent may result in unreasonable behaviour towards PSVT staff or our partner agencies. These actions are considered unacceptable and when these situations arise; they will be managed outside of this procedure if necessary. Where a complainant is found to be persistent or unreasonable, the complainant will be notified in writing that no further contact will be undertaken or contact may be restricted.

Monitoring and Learning from Complaints & Feedback

All complaint details, outcomes and actions taken are recorded by PSVT and used for service improvement. We record and collate this information to help us understand what issues are most prevalent and how well we are doing to resolve them. All feedback information is used to inform what we are doing well and to establish what is most important to the people who visit or use our services. This enables PSVT to provide services that people want and we encourage people to provide feedback at every opportunity.

We also use the above information to help us to:

- Get things right in the future if we have not done so already
- Be customer focused
- Be open and accountable
- Act fairly and proportionately
- Seek continuous improvement
- Ensure service provision is relevant

Regular audits of the complaints process are carried out to ensure:

- Compliance with agreed time scales
- The quality of investigations and responses
- The implementation of recommendations arising from complaints & feedback

Equity & Diversity

Port Sunlight Village Trust is committed to Equity, Diversity and Inclusion. We treat everyone fairly according to their needs, regardless of their race, religion or belief, sexual orientation, gender, gender identity, marital or civil partnership status, age, disability or pregnancy and maternity status.

Contacting Us

If you would like to contact us to discuss this policy/procedure or anything else, the best way to do this is by calling our main office on 0151 644 4800, we will be more than happy to assist you.

You may want to contact us in writing, our address is:

Port Sunlight Village Trust
23 King George's Drive
Port Sunlight
Wirral
CH62 5DX

If you prefer, you can contact us via email: feedback@portsunlightvillage.com or you can speak to a member of our team, in person, by visiting us at our office.