

# Complaints policy



This document outlines War Memorials Trust complaints policy. It has been prepared by Trust staff and approved by the Board of Trustees.

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### 1. Introduction

This policy outlines how members, supporters, grant applicants or recipients and other members of the public, who deal with War Memorials Trust, are able to make a complaint and how War Memorials Trust will respond to such complaints.

War Memorials Trust welcomes complaints and comments and is happy to receive them by telephone, letter, fax, email or via our website.

War Memorials Trust will treat all complaints seriously, resolve all issues promptly in line with its procedure, take on board comments and use them to improve the Trust's service and activity and ensure that complaints are treated in confidence.

### 2. Making a complaint or commenting

Contact:

War Memorials Trust  
42a Buckingham Palace Road  
London SW1W 0RE

By telephone: 0300 123 0764

By fax: 0300 123 0765

By email: [info@warmemorials.org](mailto:info@warmemorials.org)

Via the website: [www.warmemorials.org](http://www.warmemorials.org)

### 3. Receipt of complaint

Upon receipt of a complaint a member of staff will acknowledge the communication. If a complaint is made by telephone, the Trust will endeavour to resolve the issue then and there. If contact is made by other means communication will be acknowledged

within 7 days and a response sent within 21 days (if this is not possible a clear explanation of why this is the case and an alternative schedule will be sent).

An initial complaint form will be prepared by the member of staff who receives the complaint and passed to the Director (or held by the Director if they received the complaint) (appendix 1).

#### **4. Investigation and resolution**

The Director will investigate the issue raised and respond within the 21 days.

The Director will identify an appropriate course of action or solution based on their investigation. The complainant will be advised of the decision, provided with an explanation and informed of any action to be taken.

Should the complaint be in relation to the Director it will be passed to a Trustee who will respond.

All information will be recorded on the complaint form; a copy of which can be made available on request (appendix 1).

#### **5. Further action**

If the complainant is unhappy with the response, or the complaint remains unresolved, the complainant should contact the Chair of Trustees.

This communication will be acknowledged within 7 days and a response sent within 21 days (if this is not possible a clear explanation of why this is the case and an alternative schedule will be sent).

The Chair of Trustees will review the case and, when appropriate, discuss with other Trustees. The Chair will make a decision and advise the complainant of a decision and any course of action.

#### **6. Policy review**

The complaints policy is reviewed annually by the Director. The Board of Trustees will be advised if any changes are required. The policy may also be reviewed as required.

# Appendix 1

## War Memorials Trust complaint form

### Part 1: Complainants details:

|                            |                                   |
|----------------------------|-----------------------------------|
| Name:                      | Supporter number (if Applicable): |
| Address:                   | Telephone number:                 |
| Fax number:                | Email:                            |
| Complaint received (date): | Format received in:               |

### Part 2: Details of problem

|  |
|--|
| <i>Provide full details of the nature of the problem (ensure all facts clearly included)</i> |
|--|

Parts 1 & 2 completed by (name) ..... Date: .....

### Part 3: Details of problem resolution

|   |
|---|
| <i>Provide details of investigation</i>                       |
| <i>Provide details of how issue resolved with complainant</i> |
| <i>Provide details of any corrective action taken</i>         |

Part 3 completed by (name) ..... Date: .....

| Date complaint received | Date of acknowledgement | Date of response |
|-------------------------|-------------------------|------------------|
|                         |                         |                  |