

Camrowers External Complaints Policy

Camrowers seeks to be a good neighbour, pay its bills on time, and behave safely, responsibly, and ethically.

External complaints may be received by letter, telephone, email or in a face-to-face meeting. In all cases it is essential that the details of the complaint be clarified and recorded in writing accurately and as soon as possible after receipt.

Any complaint or sign of dissatisfaction about the performance of Camrowers or the behaviour of its members should be referred to the [Company Secretary](#) or a Trustee acting for them.

The Company Secretary will

- 1 Seek further clarification on the details of the complaint as appropriate
- 2 Consult the Chair of Trustees as to which Trustees and/or Officers should be involved in seeking resolution (giving due attention as to whether there are potential legal, insurance or reputational damage implications)
- 3 Acknowledge the complaint with a holding response within 5 working days.

The person(s) charged with resolving the complaint should ensure regular communication with the person or organisation that made the complaint, and the final response should take no longer than 6 months to resolve. Trustees should be kept informed as appropriate.

If the person or organisation making the complaint is not happy with Camrowers' response they should be referred to the Charities Commission if they wish to escalate the complaint <https://www.gov.uk/complain-about-charity>

Consideration must be given as to whether the complaint constitutes a serious incident reportable to the Charities Commission. A serious incident might involve harm to people, loss of money or assets, damage to Camrowers' property, or harm to Camrowers' activities or reputation.
<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>

A file should be kept containing a record of the complaint and its resolution (whether satisfactory or not). The record should be kept by the Company Secretary for 7 years from the date of the event complained about.

This policy was adopted by Camrowers Trustees on 28 April 2021.

It will be reviewed in Spring 2024.

Signed by Chair of Trustees: