**Complaints policy**

1. **Document Purpose**

This document defines the term and sets out the principles, practices and procedures which The Parks Foundation (TPF) will follow in dealing with complaints.

1. **Complaints Procedure**

The Parks Foundation aims to provide its members, partners, staff and individuals with the best possible service.

However, we recognise that from time to time there may be occasions when users of

our services feel that the quality or level of service provided fall short of what they

could reasonably expect.

If anyone has a complaint to make, we would like them to tell us about it.

1. The complaint should be made in writing to The Foundation Manager (The Parks Foundation, The Cricket Pavilion, Winton Recreation Ground, Bournemouth, BH9 1BX or Email: [info@parksfoundation.org.uk](mailto:info@parksfoundation.org.uk)) who will acknowledge receipt in writing within 14 days of receiving the complaint.
2. The Foundation Manager shall, in consultation with the Board of Trustees where necessary, investigate the circumstances leading to the complaint.
3. The Foundation Manager will communicate the results of the investigation to the complainant within a reasonable time - normally 28 days.
4. The complainant shall have the right - if dissatisfied with the results of the inquiry - to put his/her case in writing direct to the Chair of the Board of Trustees.
5. The Board of Trustees shall be regularly informed by the Foundation Manager who shall keep a record of the number and nature of any complaints and the outcome.
6. Where appropriate, The Parks Foundation will make a written apology (signed by the Chair of the Board of Trustees) to the complainant.
7. The decision of the Board of Trustees will be final.
8. **Policy approval and review**

This policy will be approved by Trustees, then reviewed biennially by Trustees or as the need arises.

A new version of the document will be created each time a change is made to the policy.

**Approval date:** 26th May 2021