



## THE CHURCHES CONSERVATION TRUST

### Complaints Policy & Procedure

#### **Our commitment to you**

CCT is committed to ensuring our churches are accessible and welcoming for all and that we provide the highest quality service to our customers: our visitors and users of our churches, members, donors, volunteers and partner organisations. One of the ways in which we do this is by listening and responding to the views of our customers and in particular by responding positively to complaints and by putting mistakes right.

If you are unhappy about the services that we provide to you we want to hear about it, without your feedback we cannot improve. We aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our work, and review annually our complaints policy and procedures.

#### **How to make a complaint**

We recognise that many concerns will be raised informally and dealt with quickly. Where this is possible, we aim to resolve concerns quickly, keep matters low-key, local and enable mediation between the complainant and the individual to whom the complaint has been referred.

If you are not happy about a service that you receive, in the first instance please let the person who is providing the service know, either by telephone, letter, email or in person.

If this is not appropriate, the following procedure will apply:

We have a dedicated complaints co-ordinator who is responsible for making sure that all complaints are logged and actioned, and who will monitor complaints to make sure that they are being dealt with.

If you don't know who to contact or feel that the local CCT representative cannot help you, you can write or telephone directly to:

Complaints Co-Ordinator  
The Churches Conservation Trust  
Society Building  
E: [central@tcct.org.uk](mailto:central@tcct.org.uk)  
T: 0845 303 2760

The complaints co-ordinator will log the complaint and make sure that it is assigned to the most appropriate person who will investigate and take the appropriate action. You will receive a reply in writing confirming that the complaint has been received, the name of the person who is dealing with your complaint and a time frame by which you should hear from them about the progress of dealing with your complaint.

### **If you are not satisfied with the outcome**

If you are not satisfied with the outcome let the complaints co-ordinator know. The complaint will be raised at the next senior management team meeting, who will investigate further. We will keep you informed of progress throughout the procedure.

### **Acting on results**

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

### **Your voice**

We hope you agree that most of the time we do provide a good quality service. We value all feedback from our customers and would also like to hear from you about what you think we do well.