

COMPLAINTS PROCEDURE

Review June 2026

Knowle Park Trustees take complaints seriously as they help us to improve our organisation.

What is a Complaint?

This is an expression of dissatisfaction made about the standard of service or action of a Trustee, a member of staff or a volunteer which affects an individual or group.

Complaints could include the following:

- Failure to provide a service
- Failure to achieve standards of service
- Delays in replying to complaint
- Failure to follow procedures
- Failure to satisfy legal duties
- Bias or unfair discrimination
- Failure to consider relevant matters
- Attitudes and actions of Trustees, staff and volunteers

How to make a complaint

Complaints can be made either by phone or face to face with a member of staff, Park Manager or Trustee (recognisable by green uniform) between 9am and 6pm on weekdays. Or by email to hello@knowlepark.org.uk

You should set out the details of your complaint and if appropriate the remedy you are seeking.

Consideration of Complaints

If a member of staff or Trustee is available, we will try to resolve the problem there and then.

Formal Complaints

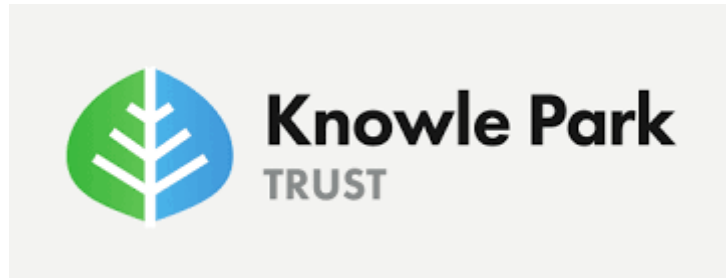
These will be referred to an appropriate member of the Board of Trustees, for the issues raised to be considered. If the complaint is about a Trustee or a member of staff, we would encourage the complainant to seek another Trustee.

We will acknowledge all written complaints within five working days. Should further research be necessary a full reply will be sent within 21 working days.

If you are not satisfied

Stage 1

If you are not satisfied with the initial response, you should email as above and mark your communication for the attention of the Chair stating the reason why you are not satisfied. The matter will be reviewed, and a response will be sent within 15 working days.



Stage 2 or the complaint concerns the Chair

If the complaint is still not resolved to your satisfaction, or if it concerns the Chair, email as above and mark for the attention of another Trustee, asking for the matter to be referred to a panel of Board members excluding the Chair if relevant. You will be invited to attend this meeting to make your case. You will be informed of the Panel's decision within 5 working days of the meeting.

Stage 3

If you are still not satisfied and in exceptional circumstances, the matter will be referred to the full Board.

Charities Commission

For serious or significant complaints about the charity's assets, services or reputation contact <http://www.gov.uk/complain> about charity.

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March 2024
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