



THE CONNAUGHT TRUST

Registered Charity No: 248718

External Complaints Procedure

How can you register a complaint?

If you have a complaint you can contact us in one of the following ways:

- You can email us at enquiries@connaught-trust.co.uk (preferred)
- Or you can write to us at:

The Executive to the Connaught Trust
Brookwood
Swanmore Road
Swanmore
Hampshire SO32 2QH

Information Required:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with.
- A clear description of the complaint and what you would like us to do to sort things out.
- Your full postal address, telephone number and email address so we can report back and follow up.

What happens next?

We will endeavour to respond fully and conclusively to all complaints within two weeks. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.

Complaints will be reported to the Chair of the Trustees, who will respond appropriately after due consideration.

What we will do?

We will always aim to treat you with courtesy and respect, listen to what you say, keep you informed about our progress and provide you with a prompt response.

Who else can help?

If you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.

The Charity Commission

PO Box 1227

Liverpool

L69 3UG

0845 3000 218

www.charity-commission.gov.uk