



# Complaints Policy

FINAL V2.0

Dated:	May 2019
Next Review Date:	May 2021

## COMPLAINTS POLICY

The Alcohol Education Trust aims to provide schools, organisations 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.

Your continued support and goodwill is of great value to us and therefore if you have a complaint to make, we would like you to tell us about it. An appropriate form is provided in Appendix A for this purpose.

### **THIS IS WHAT YOU SHOULD DO:**

1. The complaint should be made in writing or on the complaints form available from The Alcohol Education Trust, to the Chief Executive at the office address shown below, who will acknowledge in writing within 7 days of the receipt of any complaint.
2. The Chief Executive, in consultation with the Chairman of the Board of Trustees, will undertake to investigate the circumstances leading to the complaint.
3. The Chief Executive shall communicate the results of the investigation to the complainant within a reasonable time - normally 21 days.
4. The complainant shall have the right - if dissatisfied with the results of the inquiry - to put their case personally to the Board of Trustees.
5. The Board of Trustees will be regularly informed by the Chief Executive who will keep a record of the number and nature of any complaints and the outcome.
6. Where appropriate, The Alcohol Education Trust will make a written apology (signed by the Chairman of the Board of Trustees) to the complainant. The decision of the Board of Trustees will be final.

Signed by:



Chief Executive

The Alcohol Education Trust

Frampton House

Frampton

Dorchester

Dorset

DT2 9NH

APPENDIX A

COMPLAINTS FORM

The Alcohol Education Trust, Frampton House, Frampton, Dorset DT2 9NH

NAME AND ADDRESS OF COMPLAINANT

Name.....

Address.....

.....

.....

Tel No: .....

For office use only
Complaint
No.....
Date
Received.....
By
Whom.....

Details of Complaint:

*(continue on a separate sheet if necessary)*

Signed:

Date:

When completed, this form should be sent to the Chief Executive at the address above.