



Complaints Policy



What to do if you are unhappy with us



The **Ark Trust CIO** wants everyone to have a good experience using our services and attending our activities. We welcome feedback to make things better.



Sometimes, things may go wrong. If you are unhappy, you can make a **complaint**. Complaints help improve services.



A **complaint** is when you tell us something is wrong with our services or staff. It can be about many things.



Anyone can make a **complaint**. You can also ask someone to help you complain. They may need your permission to share personal information.



You can make a **complaint** in person, by phone, email, or in writing. No special form is needed to complain.



Send complaints to the Chief Executive, Andrea McCombie. She will listen and look into your complaint.



We aim to reply within 5 working days and give a full answer within 20 days. If it takes longer, we will explain why.



If you are not happy with our answer, you can ask for a review. A trustee who was not involved will handle it.



Ask for a review within 20 days of getting our answer. We will explain the review outcome and decision.



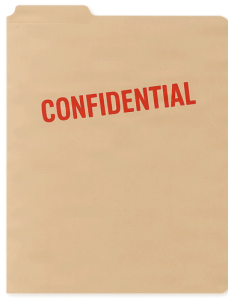
If a complaint is about someone at risk of harm, we will follow their **Safeguarding Policy** to keep the person safe.



If a complaint is about our fundraising, we will follow our **Fundraising Complaints Policy**.



If the complaint is about personal information, we will follow our **Data Protection Complaints Policy**.



Complaints will be kept private. Only those who need to know will be told, unless the law says otherwise.



If you complain about the Chief Executive, tell the Chair of Trustees. For the Chair, another trustee will handle it.



People involved in a complaint should not decide on it. This keeps the process fair and independent.



We will keep a record of complaints and learn from them to make things better.



CHARITY COMMISSION
FOR ENGLAND AND WALES

The **Charity Commission** checks charities but usually does not handle complaints about service quality.



This policy is checked every year or sooner if things change or improvements are needed. This policy is due to be reviewed in **July 2027**.



Made with EasyMaker. AI helped write this.