

Complaints Policy

1. Purpose of this policy

Heritage Lincolnshire is committed to delivering high standards in everything we do. We aim to set clear standards of conduct and service which are regularly reviewed to improve performance. We value feedback and take complaints seriously, using them as an opportunity to learn and improve. This policy sets out how you can make a complaint and how we will respond.

2. Our commitment

In order to maintain high customer care standards we will:

- Treat everyone (whether staff, service-users, volunteers, clients, or contractors) with respect and courtesy, irrespective of age, gender reassignment, marriage or civil partnership, pregnancy or maternity, disability, race, religion or belief, sex, sexual orientation.
- Seek to understand the requirements and specific needs of the individual.
- Ensure we keep relevant parties up to date with relevant information such as our services, rule and regulations and publicise any changes.
- Provide appropriate training for staff.
- Treat all complaints seriously, fairly, and promptly.
- Handle complaints in confidence wherever possible.
- Keep records of complaints and how they are resolved.
- Use complaints as an opportunity to improve our services and governance.

3. How to make a complaint

You can make a complaint in any of the following ways:

- **In writing:** The Old School, Cameron Street, Heckington, Lincolnshire, NG34 9RT
- **By email:** htladmin@heritagelincolnshire.org
- **By phone:** 01529 461499

If you need help to make your complaint (e.g. due to accessibility needs), please let us know. Should any complaint be raised concerning staff or volunteer conduct which concerns safeguarding, this will immediately be referred to the Lead for Safeguarding for investigation under the organisation's Safeguarding Policy.

4. How we will handle your complaint

1. **Responsibility** - The Office Manager is responsible for logging and tracking complaints.
2. **Acknowledgement** –We will acknowledge your complaint within **10 working days** of receiving it.
3. **Investigation** – Your complaint will be investigated by a relevant staff member, trustee, or committee.

4. **Response** – We aim to provide a full written response within **30 working days**. If we need more time, we will let you know.
5. **Escalation** – If you are not satisfied with the response, you may ask for your complaint to be reviewed by the Chair of Trustees (or another independent trustee). Complaints about the conduct of the CEO, the Trustees or about Board business will be automatically referred to the Chair of Trustees.

5. Confidentiality and data protection

All complaints will be handled sensitively. Personal information will be managed in line with our **Privacy Policy** and legal obligations.

6. Review of this policy

This policy will be reviewed every **3 years** (or sooner if required by law or best practice).

Policy reviewed: 25 September 2025