



## ROCHESTER BRIDGE TRUST

### Complaints Policy

#### **Context**

The Trust takes seriously its responsibility for building public trust and confidence in its work and is open to suggestions for how it can improve. The Court of Wardens and Assistants views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that made a complaint. This policy covers complaints which originate from outside the organisation.

#### **Objectives**

- To handle complaints constructively, impartially and effectively in a timely manner;
- To ensure the public knows how to make a complaint by publishing a clear and straightforward complaints process;
- To ensure that staff and advisors know what to do if a complaint is received;
- To gather information and suggestions that will help to improve performance;
- To learn from mistakes and be willing to improve; and
- To resolve complaints and repair relationships whenever possible.

#### **Strategy**

The **Complaints Process** is advertised on the Trust's main website. Information is included on how to contact the Trust, via the website contact page, post, Twitter and Facebook. Complaints about maintenance work on the bridges or issues on the property estate are directed to FM Conway or Savills in the first instance and escalated to the responsible director within those companies if necessary. Media enquiries are directed to Maxim.

The **Complaints Procedures** are available to all staff and relevant professional advisors and set out the detail of how complaints will be handled. Complaints will be handled by the professional advisor or relevant manager in the first instance. If a complainant remains unsatisfied with the response, or the complaint relates to the conduct of a professional advisor, then the appropriate member of the Senior Management Team will review the matter and respond.

If a complaint regarding the Bridge Clerk (Chief Executive) is unresolved by her response then the matter will be referred to the Wardens, who may seek external assistance with managing a complaint if necessary.

A complaint can be made to the Charity Commission as regulator at any stage. The guidance *CC47 – Complaints about Charities* explains when the Commission will, and when it will not, take up the concerns reported to it about charities. In general the Commission will only intervene where there is serious risk of significant harm to charities, their beneficiaries or assets and where it judges the Commission's resources will be used in the public interest.

***Measuring and Reporting Impact***

The Wardens receive a regular report on complaints and how they have been used to improve performance.

***Related Policies & Procedures***

*Complaints Procedures*