

# Complaints Procedure

Active Partners Trust is committed to providing a high-quality service. Feedback is important to us to allow us to identify and address concerns. We listen to your complaints, treat them seriously and learn from them to continuously improve our service.

If you are not satisfied with the levels of service, you have received or the way you have been treated, please follow this process.

## Complaint Standards

Any complaint will be treated in confidence and in accordance with the relevant Data Protection Policy. It will be dealt with promptly, an acknowledgement receipt of a written complaint will be sent within five working days and a full reply within 20 working days of receipt.

## Making a Complaint

For a complaint to be dealt with effectively it is helpful if this is provided in writing giving us as much information as possible about the complaint. Your complaint can be:

- By letter or email
- By using the complaints form below

All complaints will be fully investigated by a senior manager from Active Partners Trust and you will be advised of the outcome.

## Stage 1 Informal Resolution

Complaints will try to be resolved informally wherever possible within 5 working days, an interim response will be made informing you of the action taken to date or being considered. If you are not satisfied with our response you can request for the complaint to be reviewed the Chief Executive Officer (CEO) and a member of the senior management team.

## Stage 2 Complaint Investigation

Complaints will be reviewed by the CEO and a member of the senior management team. The aim is to investigate your complaint further and provide you with a reply within 7 working days. If the response is deemed unsatisfactory the CEO may escalate the complaint to the Active Partners Trust Board of Directors who will decide on any further steps to resolve the situation.

## Stage 3 Review by Active Partners Trust Board

Complaints will be reviewed by the Active Partners Trust Board of Directors. The complainant will receive a written response within 14 working days from the Chair of Active Partners Trust. This decision is final and no further communication will be received regarding the original complaint.

If you are not satisfied or disagree with the outcome of your complaint you can raise your complaint with the Charities Commission.

[activepartnerstrust.org.uk](http://activepartnerstrust.org.uk)

# Complaints Procedure

## COMPLAINT FORM

Please post or email the form to: **Margaret Blount**, Active Partners Trust, Cubo Derby, The Old Post Office, Victoria Street, Derby DE1 1EQ  
[margaret.blount@activepartnerstrust.org.uk](mailto:margaret.blount@activepartnerstrust.org.uk)

If the complaint is about Margaret Blount, please post or email form to **Ilana Freestone** at the same address  
[ilana.freestone@activepartnerstrust.org.uk](mailto:ilana.freestone@activepartnerstrust.org.uk)

Mark your letter or email **STRICTLY PRIVATE AND CONFIDENTIAL**

First name(s):	Surname:
Address:	
Email address:	Telephone:
A description of the complaint:	Date:

[activepartnerstrust.org.uk](http://activepartnerstrust.org.uk)

