

Gisborough Priory Project Complaints Policy and Procedures

Policy

This policy and procedure will enable members of the public, not involved with Gisborough Priory Project, to effectively communicate that they are dissatisfied about actions taken or not taken by Gisborough Priory Project (GPP) and, where relevant, by English Heritage.

Gisborough Priory Project will deal with any complaints in a polite and courteous manner and refer the complainant to the complaints procedure if necessary. The relevant information will be recorded on a Complaints Form. (Appendix 1)

Gisborough Priory Project will treat all complaints objectively and consistently, ensuring that the complaints are noted and acted upon in a timely manner, enabling a positive and amicable outcome, as far as that is possible.

Procedure

Stage 1

- The volunteer receiving a complaint from a member of the public ascertains if the complainant wants the complaint to be informal or formal.
- If it is an informal complaint the volunteer deals with it and makes a written record of it in the message book.
- All informal complaints are brought to the Board on a monthly basis.
- If the complainant wants to make a formal complaint then a Complaints Form (Appendix 1) needs to be completed. Details of the complainant including name and contact information, details of the complaint and the action the complainant would like to be taken are recorded on the Complaints Form.
- The volunteer informs the person in the named role listed in Stage 2 when a formal complaint has been made. The Complaints Form and any additional information are then passed to a designated person in the named role.
- The complainant has the right to withdraw the complaint if they decide to do so.

Stage 2

If required, volunteers in the following named roles will deal with the complaint and seek a resolution. For the current designated persons see Appendix 2

- GPP Site manager on Priory site.
- GPP Woodland manager.
- GPP Company secretary.

GPP will offer support for volunteers who have been complained about having first established their version of events.

Stage 3

- If the complaint cannot be resolved at Stage 2, then the Board or a relevant sub group are informed and they consider how to proceed.
- GPP will endeavour to deal with the complaint in a timely manner, bearing in mind it is led by volunteers. Anything that is referred to English Heritage will be dealt with in English Heritage timescales.
- GPP will report complaints to English Heritage quarterly, or immediately in respect of any complaints of a serious nature, giving the date and nature of the complaints together with any action taken or proposed, as appropriate.

Additional points

- Feedback from the complainant may be useful to improve the procedure. This information should be passed on to the relevant volunteers.
- If complaints are made about GPP we can seek support from NCVO
- Complaints about a 3rd Party event should be forwarded to and dealt with by the 3rd Party
- If GPP receive a complaint via English Heritage it will be treated as a formal complaint and will be dealt with through the above procedure. The outcome will be fed back English Heritage

Agreed and Passed: Christine Clarke 13th February 2023

Review Date: January 2024

Appendix 1 (see separate document – complaints form)

Appendix 2

Site manager on Priory site:

Christine Clarke

Woodland Manager:

Sheila Berry

GPP Company Secretary:

Christine Clarke