

Arthur Nicholson Recreation Ground – ‘The Trust’ Complaints Policy

Introduction

Bidborough Parish Council acting as Charity Trustee to the Arthur Nicholson Recreation Ground is committed to working for the benefit of the residents of the Parish, in fulfilling the objects of the trust deed. If you are unhappy with the provision of this service or have other concerns in relation to the Trust, this Complaints Policy sets out how you may complain to the Trust and how we will endeavour to resolve your complaint.

Procedure

This Complaints Policy applies to complaints about Trust administration and procedures and may include complaints about how the Trust or individual trustees have dealt with your concerns.

Complaints against the Trust are covered by the Trustee Code of Conduct adopted by the Council on 17 May 2023. If a complaint is made, it should be sent to the Clerk to the Trust at clerk@bidboroughpc.org.uk who will endeavour to acknowledge it within five working days of receipt. The clerk will then endeavour to respond fully and conclusively to the complaint within twenty working days of the complaint. The Clerk to the Trust will lead the investigation and ensure all complaints are dealt with impartially and promptly. In exceptional cases the 20 working days timescale may have to be extended. If it is, you will be notified. If you do not wish to make your complaint to the Clerk to the Trust, you may make it directly to the Chairman of the Trust who will report to the Trust and deal with the issue on the above basis (see website for contact details).

If you remain dissatisfied with the outcome of the investigation and you feel the issue serious enough to warrant the involvement of the regulator, this can be done online via the Charity Commission at [complain about a charity - GOV.UK \(www.gov.uk\)](https://www.gov.uk/complain-about-a-charity)