



Friends of Anderton and Marbury (FoAM)

Policy 12 – Complaints

Scope

1. This complaints policy applies to FoAM Members, volunteers, and members of the public.

Policy Aims

2. This policy aims to ensure that:
 - anyone with a complaint about FoAM, or any of its representatives, is listened to and treated with courtesy, empathy and fairness.
 - complainants are kept informed of the progress and outcome of investigations into their complaint.
 - apologies are offered where appropriate.
 - action to remedy the cause of the complaint is identified, implemented and evaluated where appropriate.
 - lessons are learned from complaints.

FoAM's Complaints Process

3. Trustees are committed to providing the best possible service, but recognise that sometimes things go wrong.
4. Trustees are always happy to receive comments, feedback and suggestions for improvement.
5. In the first instance, please raise your concern informally with any FoAM Trustee (Committee Member).
6. If you are not happy with the outcome of your informal complaint, please write to us:
By email: foam@merseyforest.org.uk
By Post: Friends of Anderton and Marbury (FoAM)
c/o The Rangers' Office, Marbury Country Park
Comberbach, Northwich,
Cheshire, CW9 6AT
7. Trustees aim to acknowledge receipt of your written complaint within 5 working days and to send a response within the following 10 working days. If for any reason the response timescale cannot be met, Trustees will keep you informed as to the reasons and give you an updated timeline for response.
8. A record will be kept of all complaints received, the outcome of any investigation and reasons for any decision.
9. Complaints received will be reviewed by Trustees to consider whether there are any lessons to be learned.

Your Personal Information

10. If you use this complaints procedure, you are agreeing that FoAM can use any personal information you send for the purposes connected with your complaint. Your personal information will only be given to third parties if required to do so in relation to your complaint.