



**Queen Camel Community Land Trust Ltd.
(QCCLT)**

COMPLAINTS POLICY & PROCEDURES

Issue 3 Adopted by the Board on 12th May 2026

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1. Purpose

QCCLT takes complaints seriously and welcomes feedback.

A complaint is seen as an opportunity to learn, improve, and put things right where necessary. QCCLT is committed to dealing with complaints fairly, respectfully, and as quickly as possible.

This policy explains how anyone can make a complaint and how QCCLT will handle it.

QCCLT aims to:

- make it easy to make a complaint
- deal with complaints fairly and promptly
- keep complainants informed
- resolve problems wherever possible
- learn from complaints and improve services
- ensure accountability and transparency

2. Who Can Make a Complaint

Anyone with a legitimate interest in QCCLT may make a complaint, including:

- members of the public
- residents
- community members
- partner organisations
- contractors or suppliers
- service users

This policy does not apply to:

- staff or volunteer grievances (covered by the Grievance Policy)
- safeguarding or criminal matters (see Section 8)

3. What Is a Complaint

A complaint is:

Any expression of dissatisfaction about QCCLT, its services, activities, buildings, governance, or representatives.

Complaints may be made:

- in writing
- by email
- by telephone
- in person

Anonymous complaints may be considered by the Board if enough information is provided to investigate.

4. Key Principles

QCCLT will handle complaints in line with the following principles:

- fairness
- respect
- confidentiality
- transparency
- timely response
- accountability
- learning and improvement

5. Data Protection and Confidentiality

All complaints will be handled sensitively and confidentially.

Information will only be shared with those who need it in order to investigate and resolve the complaint.

QCCLT will process complaint information in accordance with its **GDPR and Data Protection Policy**, which includes CCTV provisions.

Complaint records will be:

- stored securely
- retained according to the Data Protection Policy
- accessed only by authorised persons

Complainants may request access to their personal data at any time.

6. Responsibility

The **QCCLT Board** has overall responsibility for this policy.

The Administrator in conjunction with the **Trust Secretary** is responsible for:

- receiving complaints
- recording complaints
- maintaining the Complaints Register
- coordinating investigations
- reporting to the Board
- ensuring timelines are met

The **Board** is responsible for:

- reviewing serious or Stage Two complaints
- ensuring fairness and independence
- monitoring trends
- reviewing this policy annually

7. How to Make a Complaint

Complaints may be submitted in the following ways:

By post:

QCCLT

The Old School

High Street

Queen Camel

BA22 7NH

By email:

admin@oldschoolqueencamel.org.uk

By telephone to 07486 385224 or in person (these will be recorded and confirmed in writing).

QCCLT will make reasonable adjustments to ensure the complaints process is accessible to everyone.

8. Serious Complaints

Complaints involving any of the following will be referred immediately to the Board:

- safeguarding concerns
- criminal activity
- fraud or financial misconduct
- harassment or serious misconduct
- legal matters
- serious governance concerns

External authorities or professional advisers may be contacted where appropriate.

These complaints may be handled outside the standard complaints process.

9. Recording Complaints

All complaints must be recorded and passed to the Trust Secretary within one week.

The **Complaints Register** will record:

- date received
- complainant name (if known)
- complaint details
- actions taken
- outcome
- lessons learned
- date closed

10. Complaints Procedure

Stage One – Investigation

Most complaints will be handled at this stage.

The Trust Secretary will:

- acknowledge the complaint within **10 working days**
- record the complaint
- arrange an investigation
- inform relevant parties

The complainant will receive:

- confirmation that the complaint has been received
- name of the person dealing with it
- expected response time
- a copy of this policy

A full response will normally be provided within **20 working days**.

If more time is needed, a progress update will be provided.

The response will explain:

- what was investigated
- what was found
- what action will be taken
- the outcome

Stage Two – Board Review

If the complainant is not satisfied, they may request a Board review.

The complaint will be referred to:

- the Chairman, or
- the Vice Chairman if the complaint concerns the Chairman

The Board will:

- acknowledge the request within **10 working days**
- review all information
- speak with those involved if necessary
- meet the complainant if appropriate (minimum of two Board members present)
- seek external advice if required

A response will normally be provided within **20 working days**.

This response will include the Board's final decision and any actions to be taken.

11. Conflict of Interest

Any Board member involved in a complaint must not take part in the investigation or decision.

Independent Board members or external advisers may be appointed where necessary.

12. External Resolution

If the complainant remains dissatisfied after Stage Two, they may seek independent advice or refer the matter to an appropriate external body, regulator, or mediation service.

13. Monitoring and Learning

The Trust Secretary will present an **annual complaints report** to the Board.

This will include:

- number of complaints
- types of complaints
- response times
- outcomes
- lessons learned

The Board will use this information to improve services and governance.

14. Accessibility and Equality

QCCLT is committed to fairness and accessibility.

This includes:

- clear and simple language
- alternative formats where needed
- support for vulnerable individuals
- equal treatment for all complainants

No one will be treated unfairly because of age, disability, gender, race, religion, or background.

15. Policy Review

This policy will be reviewed annually by the Board.

16. Practical Guidance for Handling In-Person Complaints (Internal Use)

- remain calm and respectful
- listen carefully
- allow the person to explain in their own words
- do not argue
- show understanding and empathy
- clarify details
- reflect back what has been said
- avoid making promises
- explain what can be done and when
- apologise where appropriate
- record the complaint
- pass details to the Trust Secretary

Appendix to Complaints Policy & Procedure

Complaints Form (Public Use)

Please complete this form and return it by post or email.

Post: QCCLT, The Old School, High Street, Queen Camel, BA22 7NH

Email: admin@oldschoolqueencamel.org.uk

1. Your Details

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

Preferred method of contact:

- ☐ Email
- ☐ Telephone
- ☐ Post

2. Your Complaint

Please describe your complaint (include dates, times, and any relevant details):

(Continue on a separate sheet if needed)

3. People Involved (if known)

4. What Would You Like QCCLT To Do To Resolve This?

5. Supporting Documents

Please list any documents attached:

6. Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____

Name: _____

Date: _____

Office Use Only

Date received: _____

Received by: _____

Complaint reference number: _____

Acknowledgement sent: _____
