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## COMPLAINTS PROCEDURE

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### Introduction

The Parks Trust (TPT) welcomes feedback on the services it provides in relation to the management and stewardship of its parks, greenspaces, lakes, river valleys, ancient woodlands and landscaped areas along the city's grid roads, its property portfolio and the activities and events that it runs on behalf of the local communities and the public.

1. Comments are regarded as a useful tool to enable us to review and improve the service we provide.
2. This policy lays out the formal complaints procedures adhered to by TPT.
3. Complaints received outside the policy and unsupported by written evidence cannot be effectively pursued.
4. This policy has been agreed and approved by the board of trustees and is renewed every three years by the HR and Governance Committee.
5. The policy is intended to guide a process in dealing with complaints and other feedback that may arise (for example from park users, local residents, tenants or external stakeholders) in relation to the land that The Parks Trust manages and the activities it organises on it.

The Parks Trust has several responsibilities when dealing with complaints. Specifically, it must:

- i. ensure complaints are dealt with swiftly and appropriately
- ii. ensure that relevant stakeholders, members of the public and volunteers, are aware of the complaints policy and procedure and have access to its contents
- iii. keep a register of all complaints received and the action taken to deal with them.

### What is a complaint?

A complaint arises when an individual or a representative from an organisation is dissatisfied with the service, they have received from TPT.

### Complaints procedure

Details should be sent in writing by email or letter to the Chief Executive of TPT unless the complaint concerns the Chief Executive in which case the complaint should be sent to the Chair of the Board of Trustees.

The letter should state:

- i. what the complaint is about
- ii. the member(s) of staff, where applicable
- iii. when the event in question occurred and if it is still happening
- iv. what action/remedy would be expected as an outcome

Emails should be sent to [complaints@theparkstrust.com](mailto:complaints@theparkstrust.com) and letters should be addressed to;

FAO The Parks Trust Chief Executive or Chair of the Board of Trustees (as appropriate)

The Parks Trust  
Campbell Park Pavillion  
1300 Silbury Boulevard  
Campbell Park  
Milton Keynes  
MK9 4AD

### **What will happen when a complaint is received?**

1. An acknowledgement will be provided within five working days (from the date of receipt) and will include the name of the person dealing with the complaint and the date when a fuller response can be expected, which will be no later than 28 working days.
2. The person responsible for dealing with the matter will investigate all aspects of the complaint, allowing others involved, including any person who is the subject of the complaint, to make their contribution and possibly reverting to the complainant for supporting information or evidence.
3. The subject of the complaint, if it is an individual, will be informed as soon as it is considered appropriate according to the nature of the complaint.
4. The person responsible may also seek an independent review by a third party.
5. The relevant Committee of Trustees and the full Board of Trustees, as appropriate, will be passed information of the complaint.
6. A full report will be sent to the complainant by the CEO or Chair of Trustees, as appropriate, together with details of any action taken or recommendations for further action, within the agreed timescale. If it is not possible to provide a full report within this time the complainant will be advised and an interim report given, including details of action still to be taken.
7. If the complainant remains dissatisfied there is the opportunity to take the complaint to the Charity Commission (CC). As a risk-based regulator, the CC focus priorities and resources where it is judged that their efforts can be most effective for charities and the people who use them. In doing this the CC consider the nature of the complaint being made and the risks associated with what is being alleged and its impact upon the charity. More information can be accessed on the Charity Commission website.

### **What happens when a complaint has been dealt with?**

- i. TPT will include the complaint in the complaints register.
- ii. The complaints register will be reviewed annually by the Chief Executive and the Chair of the Board. Where appropriate, recommendations will be made for changes in policy or practice.
- iii. This policy will be reviewed by the HR and Governance Committee every three years, before being shared with Trustees and Staff for their information.
- iv. The Chief Executive will review the policy annually and recommend amendments if prompted by legislative changes or if believed to be in the best interests of the organisation.