**Landguard Conservation Trust (LCT)**

**Complaints Policy and Procedure**

**Purpose**

The purpose of this policy is to provide a clear process for handling complaints. LCT is committed to addressing complaints promptly, fairly, and transparently.

**1. Definitions**

* **Complaint**: An expression of dissatisfaction or concern related to our services, products, or conduct.
* **Complainant**: The person making the complaint.
* **Respondent**: The individual or department against whom the complaint is directed.

**2. Principles**

* **Fairness**: We treat all complaints seriously and impartially.
* **Confidentiality**: We respect the privacy of complainants and respondents.
* **Timeliness**: We aim to resolve complaints promptly.
* **Transparency**: We communicate openly about the complaint process.

**3. Complaint Submission**

* **Channels**: Complaints can be submitted via email or in writing.
* **Acknowledgment**: Acknowledge receipt of the complaint within 14 days.

**4. Investigation and Resolution**

1. **Initial Assessment**:
   * Assign a designated person to handle the complaint.
   * Determine if the complaint falls within the organisation’s scope.
2. **Investigation**:
   * Gather relevant information from both parties.
   * Interview witnesses if necessary.
   * Maintain records of the investigation.
3. **Resolution Options**:
   * Mediation: Facilitate communication between parties to reach an agreement.
   * Formal Investigation: If mediation fails, conduct a formal investigation.
4. **Decision and Communication**:
   * The designated person decides based on evidence.
   * Communicate the decision to the complainant and respondent.
5. **Appeals**:
   * Provide an appeals process if the complainant is dissatisfied with the decision.
   * Appeals should be reviewed by an independent party.

**5. Reporting and Learning**

* **Records**: Maintain records of all complaints and their outcomes.
* **Analysis**: Periodically analyse complaint trends to identify areas for improvement.
* **Training**: Train staff on complaint handling procedures on induction.

**6. Review**

* **Regular Review**: Review and update this policy annually.
* **Feedback**: Solicit feedback from complainants to improve the process.

**Conclusion**

By implementing this Complaints Policy and Procedure, LCT aims to address complaints effectively and maintain trust with our stakeholders.

**Ref:**

Microsoft Bing Co-Pilot (2024), AI generated.