UDCLT UPPER DALES COMMUNITY LAND TRUST	**2. COMPLIMENTS and COMPLAINTS**
Context	The Upper Dales Community Land Trust (UDCLT) is a registered charity and its mission is to provide affordable, sustainable housing for people born, living or working in the Upper Dales, thus protecting our unique community, history and legacy.
Definitions	A compliment is an expression of satisfaction about what we do and the way we do it. We are always glad to hear from people who are satisfied with what we have done. A complaint is an expression of dissatisfaction about something we have done or not done and/or the way we have done it. This could relate to us directly or someone we have worked with. It is something that requires a response.
Purpose	Complaints play a role in improving standards and the quality of what we do. When we receive a complaint, we see this as a way of getting an important insight into how we are viewed externally. By listening to you we can look at actions that can be taken to improve what we do and your experience of us. In all our responses to complaints, we will be open, honest and treat people fairly and aim to resolve the complaint as
Application	Trustees and Volunteers of the UDCLT, those working with the Trust to further its business and members of the public who have contact with us.
Review	Board of Trustees every year.
Start date	**1st May 2024**

Policy	**1. General** 1.1. Compliments should be sent to the chair or other members of the Trustee Board. Unless thanks have already been expressed by the trustee member, an acknowledgement of thanks will be given to the compliment giver by the chair. 1.2. All complaints should be sent to the Chair of the UDCLT Board, unless it relates to them, in which case it should go to another member of the Trustee Board (the names are on the website). 1.3. Each complaint will be acknowledged in seven days. The acknowledgement will confirm the basis of the complaint and a timetable of when you should have a response. 1.4. When receiving a complaint, we will look at the issues and see whether it could be resolved quickly. If we think we can, we will contact you to discuss it. 1.5. If that is not possible, we will move to a formal stage and appoint an investigator. This may be a member of the board or someone external to the organisation. Once they are appointed, we will let you know their name and contact details.
	2. 2. Investigation 2.1. The investigating officer may need to ask you for further information to assist with their investigation. They may also need to talk to others. 2.2. Our response may be provided by letter, email, face to face or by telephone. Where it is verbal, it will be confirmed in writing. 2.3. If there are any delays, you will receive an update
	3. Outcome decision 3.1. The decision of the investigator will normally be final. 3.2. In exceptional circumstances, or if there are very serious allegations, you may ask us to review the decision, with an explanation as to why, and escalate the complaint to an external person. You request for a review, with the explanation as to why, should be done within one calendar month. 3.3. This person will determine whether the investigation and outcome has been conducted fairly. If not, they have the power to make an alternative decison.

Agreed on:	**15th May 2024**
Any comments	
Date of next	**May 2025**