



COMPLAINTS PROCEDURE



NATIONAL TRACTION ENGINE TRUST

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1. Purpose

The National Traction Engine Trust (the "NTET"), take complaints very seriously. This Complaints Procedure tells you what to do if you wish to complain or provide feedback about a situation you are unhappy with. As the NTET, we aim to:

- deal with complaints fairly and efficiently;
- ensure that all complaints are handled in a consistent manner;
- increase supporter satisfaction; and
- use complaints constructively in the planning and improvement of all services.

2. Scope

This procedure applies to all complaints received about the activities, decisions, or conduct of the NTET, its volunteers, or representatives. Complaints concerning criminal matters or legal issues will be referred to the appropriate authorities when it is deemed necessary to do so.

3. What is a Complaint?

A complaint may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of the NTET, which is under the control of the NTET, its volunteers or representatives.

4. How to Raise a Complaint

4.1. Informal Resolution

The NTET would like to sort out any complaint as soon as possible. Many complaints can be resolved informally. In the first instance, contact the NTET representative involved. If you feel able, speak to the individual directly or ask to speak to their section head, who will try to resolve the matter.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

4.2. Submitting a Formal Complaint

If the issue cannot be resolved informally, or if you prefer a formal solution, you may submit a formal complaint in writing via:

Email: general.secretary@ntet.co.uk

Post: General Secretary, 4 Church Green East, Redditch, B98 8BT

The complaint should include:

- Full name and contact details of the complainant.
- Detailed description of the issue, including dates, times, and names of those involved.
- Any relevant supporting evidence.
- Desired outcome or resolution.

5. What Will We Do on Receiving Your Complaint?

Upon receipt of your complaint, we will:

- Listen and record your complaint and advise you how it will be handled.
- Investigate the matter thoroughly.
- Take action to resolve the problem and inform you of the steps taken.
- Take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. We ask that you extend the same courtesy to our volunteers and representatives. Confidential information in relation to your complaint will be handled sensitively. Only those directly involved in resolving your complaint will have access to the information you provide, and you will be made aware of who they are. Information will be handled in line with our Privacy Notice and Policy.

6. Can I Remain Anonymous if I Complain?

You can, but please be aware that this might mean we cannot investigate your complaint fully. In the unlikely event that your complaint leads to legal action, or we find we are under a legal duty to disclose, we may be required to disclose your details, even if we have not obtained your consent here.

7. Timeline for Responding to Complaints

We will acknowledge receipt of your complaint within five (5) working days. We aim to respond fully and conclusively to all complaints within ten (10) working days. If further investigation is required, we aim to provide a response within twenty (20) working days.

If we think it will take longer, we will let you know and provide a revised timeline.

8. Appeals Process

If you are dissatisfied with the outcome, you may submit an appeal within ten (10) working days of receiving the resolution. Appeals should be directed to the NTET Chair, who will:

- Review the original investigation.
- Consider any new evidence provided.
- Issue a final decision within fifteen (15) working days of receiving the appeal.

9. Taking Your Complaint Elsewhere

If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the Fundraising Regulator at:

Fundraising Regulator
Eagle House
167 City Road
London
EC1V 1AW

Phone: 0300 999 3407

Email: complaints@fundraisingregulator.org.uk

If your complaint is related to another area of our work and you do not feel satisfied, you can contact The Charity Commission at:

Charity Commission
PO Box 211
Bootle
L20 7YX

Phone: 0300 066 9197

Website: <https://www.gov.uk/government/organisations/charity-commission>

In rare circumstances, there may be a situation where the police or other statutory authorities have intervened or are about to intervene in relation to your complaint. In such cases, this may mean we are unable to proceed with your complaint.

10. Monitoring and Reporting

The NTET will maintain a log of all complaints received, including their nature, resolution, and outcomes. This data will be reviewed annually to identify trends and areas for improvement.

11. Contact Information

For further information or assistance, please contact the General Secretary at the information contained in clause 4.2 of this Complaints Procedure.

12. Review of Procedure

This procedure will be reviewed annually by the General Council of the NTET to ensure its effectiveness and relevance.