

**TATTERSHALL BEDE HOUSE TRUST
COMPLAINTS PROCEDURE AND HANDLING OF SAME.**

Please note prior to this procedure taking place an investigation into if the issue is a service request for repair or maintenance rather than a complaint, all efforts will be made to reduce the need for this formal procedure to reduce impact on all parties.

This complaints procedure is designed to deal with complaints made about the Trustee's action or perceived lack of action, or about the standard of a service, whether the action was taken or the service provided by the Trustee's itself acting as a body corporate, or by a person or body acting on behalf of the Trustee's.

Any complaint can only be processed by the Trustees at a properly convened meeting of either the full body of Trustees or of a Committee tasked with investigating the matter.

Any complaint that involves one of the Trustee's employees will be dealt with in the first instance via this complaints procedure, and if any further action is required, then in accordance with the Alms House association processes.

Please be aware that there are other bodies with responsibility for certain types of complaint:

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|---------------------------------------|---|
| <i>Individual member's conduct</i> | <i>Trustees, Almshouse assoc, Housing Ombudsman</i> |
| <i>Alleged financial irregularity</i> | <i>Trustees or Alms house association</i> |
| <i>Alleged criminal activity</i> | <i>The Police</i> |

Before the meeting

1. Any complaint about the Trustees's procedures or administration should be made in writing to the Clerk to the Trustees at *Ebony, Armtree Rd, Langrick, PE22 7AQ*
2. If the complainant does not wish to make the complaint via the Clerk to the Trustees, it should be addressed to the Chairman of the Trustees, Graham Harness *10 Lodge Road Tattershall*
3. The Clerk to the Trustee or Chairman will acknowledge receipt of the complaint and advise when the matter will be considered by either the Trustees or a nominated Committee working on behalf of the Trustees, minimum 3 members of Trustees.
4. Please be aware that any complaint will be treated as confidential, and that the council is obliged to comply with its duties under the Data Protection Act 1998 at all times to safeguard against the unlawful disclosure of personal data.
5. The complainant will be invited to attend the meeting at which the complaint will be considered, and be offered the opportunity to be accompanied by a representative, if required.

6. Seven clear working days prior to the meeting, the complainant is required to provide the Trustees with copies of any documentation or other items on which the complaint is based.
7. The Trustees will provide the complainant with copies of any documentation upon which it wishes to rely at the meeting and shall do so promptly, allowing the opportunity to read all material in good time for the meeting.

At the meeting

8. The Trustees shall exclude the public and press whilst discussion of the matter takes place. Any decision on a complaint shall subsequently be announced at a meeting in public, whilst taking into account any duties to safeguard personal data as under (4) above.
9. The Chairman will introduce everyone at the meeting, and explain the procedure to be followed.
10. The complainant will be asked to outline the grounds for the complaint, and thereafter, questions may be asked by (i) the Clerk and (ii) members of the Trustees.
11. The Clerk to the Trustees will then have an opportunity to explain the Trustee's position and questions may be asked by (i) the complainant and then (ii) members.
12. The complainant will be offered the opportunity to summarise their position.
13. The Clerk will be offered the opportunity to summarise the position on behalf of the Trustees.
14. The Clerk and complainant will both be asked to leave the room whilst members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.
15. The complainant will be given the opportunity to await the outcome but if a decision is unlikely to be finalised quickly, will be advised when a decision is likely to be made and communicated to them.

After the meeting

16. Any decision will be confirmed to the complainant within seven working days, together with details of any further action to be taken.
17. Should the complainant wish to they may contact the Almshouse Association /or and the Housing Ombudsman to acquire information – Trustees will provide all evidence of procedures on request.

[The Almshouse Association](#)

[Billingbear Lodge, Maidenhead Road, Wokingham RG40 5RU](#)

01344 452922

- Email: info@housing-ombudsman.org.uk
- Phone: 0300 111 3000
- Write: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ