

# The Windhorse Trust

## Complaints Policy

### Introduction

The Windhorse Trust is committed to providing excellent service to all our stakeholders. We take all complaints seriously and aim to resolve them promptly and fairly.

### What is a Complaint?

A complaint is an expression of dissatisfaction about our services, staff, or decision-making.

### How to Make a Complaint

There are several ways you can make a complaint to the Windhorse Trust:

- In Writing: Write a letter addressed to the Complaints Officer, The Windhorse Trust, 38 Newmarket Road, Cambridge CB5 8DT.
- By Email: Send an email to [safeguarding@windhorsetrustsecure.org](mailto:safeguarding@windhorsetrustsecure.org)
- By Phone: Call us on 01223 868 574 and ask to speak to a member of the Windhorse Trust Team.

### What We Need From You

To help us investigate your complaint effectively, please try to include the following information in your complaint:

- Your name and contact details
- A clear description of your complaint
- The date(s) when the incident(s) you are complaining about happened
- The names of any staff members involved (if known)
- What you would like us to do to resolve your complaint

### How We Will Handle Your Complaint

- We will acknowledge receipt of your complaint within five working days.
- We will investigate your complaint thoroughly and fairly. This may involve contacting you for further information or speaking to the staff member(s) involved.
- We will aim to provide you with a full response to your complaint within 20 working days of receipt. This response will outline our findings and any proposed resolution.
- If you are not satisfied with our response, you can request a review by a Trustee who was not involved in the initial investigation.

## **Confidentiality**

We will treat your complaint confidentially. We will only share the details of your complaint with those who need to know in order to investigate and resolve it.

## **Timescales**

We will endeavour to meet the timescales set out above. However, there may be occasions when this is not possible due to the complexity of the complaint. We will keep you informed of any delays and the reasons for them.

## **Further Action**

If you are not satisfied with our final response to your complaint, you can complain to the Charity Commission <https://www.gov.uk/government/organisations/charity-commission>.

## **Commitment to Improvement**

We will learn from all complaints we receive and use this information to improve our services.

We hope that you will never need to complain about the Windhorse Trust. However, if you do, we encourage you to follow the procedures set out in this policy.

## **Policy Review**

This policy will be reviewed annually.

## **Contact Details**

Complaints Officer,  
The Windhorse Trust,  
38 Newmarket Road,  
Cambridge CB5 8DT

Telephone: 01223 868 574

[safeguarding@windhorsetrustsecure.org](mailto:safeguarding@windhorsetrustsecure.org)