



## **Complaints**

The Iwade@TheBarn Trust try their best to provide a satisfactory standard of service, however, if you have any complaints, for example, about the quality of the facilities, the safety of the users, the handling of a particular situation or issue, or any other matter, please find below for your information details about our complaints procedure.

### **Minor Informal Complaints**

If you have a complaint relating to the day-to-day running of the barn, for example, a light not working or no paper towels in the bathroom, please contact Lisa, our bookings clerk, on [bookings@iwadebarn.org.uk](mailto:bookings@iwadebarn.org.uk) and she will try to resolve your minor issue quickly and informally, liaising with the chairman or other trustees if required.

If any complaint made to the booking clerk can't be resolved to the satisfaction of the complainant, the booking clerk will pass the email on to the trustees. From the date of receiving the email, this will then be considered a formal complaint.

### **Formal Complaints**

All formal complaints should be put in writing to the trustees and sent using one of the following methods:

Post: Iwade Barn, 20 All Saints Close, Iwade, Sittingbourne, Kent, ME9 8FP

Email: [trustees@iwadebarn.org.uk](mailto:trustees@iwadebarn.org.uk)

In the first instance, the trustees will try to address the complaint and provide you with a response within 7 days. Where complaints require discussion with all trustees at their next monthly meeting or any third parties, a trustee will send you an acknowledgement and aim to provide a response within 28 days.

If you are unhappy with the response provided by the trustees, you will be invited to a trustee meeting to make your complaint in-person. The trustees will listen to your concerns, consider the issues and whether any further action is necessary. You will be informed of the outcome no later than 1 week after the meeting. If further action is required, this will be taken as soon as possible.

If your complaint relates to a safety concern that would endanger a user of the barn, this will be dealt with immediately after the complaint has been received.



The Iwade@TheBarn Trust is a registered charity (1163386), therefore, a complaint can be made at any time to the Charity Commission. Information about the kind of complaints the Commission investigate can be found on the following link:

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

We would like to assure you that we take all complaints seriously and we will treat everyone who complains with respect and courtesy.