c/o Claytawc
Fore Street
St Dennis
PL26 8AF

COMPLAINTS PROCEDURE

The St Dennis and Nanpean Community Trust is committed to providing a high-quality service and maintaining the highest standards of conduct.

We aim to ensure that:

- Making a complaint is as straightforward as possible.
- Any clear expression of dissatisfaction with our service that requires a response is treated as a complaint.
- Complaints are taken seriously, whether made in person, by telephone, in writing, or by email.
- Complaints are dealt with promptly, courteously, and fairly.
- We provide an appropriate response, which may include an explanation, an apology where we have made a mistake, and information about any action taken.
- We learn from complaints and use feedback to improve our services.

Please note: Decisions relating to grant awards are final and cannot be reconsidered or overturned through this complaint's procedure. This policy applies only to complaints about the quality or delivery of our service.

Informal Resolution
If you are dissatisfied with the service you have received from the Community Trust, we encourage you to raise the matter with us in the first instance. We hope that most concerns can be resolved quickly and informally through discussion.

If the matter cannot be resolved informally, or you do not feel comfortable using this approach, you may make a formal complaint.

How to Make a Formal Complaint

- Complaints should be submitted in writing to the Trust Administrator. We ask that complaints are made in writing wherever possible to ensure there is a clear and accurate record of the issues raised.
- If you need assistance in making your complaint, please let us know. We will make every reasonable effort to provide appropriate support.
- We will acknowledge receipt of your complaint within **3 working days**.
- The Chair of the Trust will investigate the matters raised and consider all relevant information.
- We aim to provide a written response within **10 working days** of receiving your complaint. Where this is not possible, we will keep you informed of the reason for the delay and provide an expected timescale.
- We aim to resolve all complaints within **14 working days** wherever possible. A record of all formal complaints will be maintained by the Trust.

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If You Are Not Satisfied
If you are dissatisfied with the outcome of your complaint, or if your complaint concerns the Chair and you do not feel it is appropriate for them to investigate it, you may write to the Trustees of the Community Trust requesting a review.

The Trustees will consider the complaint independently and will issue a final written decision, including the reasons for their decision, within **15 working days** of receiving the request for review.

The Trustees' decision is final.

Written complaints may be sent:

Address: The Chair
St Dennis and Nanpean Community Trust
c/o Claytawc
Fore Street
St Dennis
PL26 8AF

Or via email: info@stdennisnanpeanct.org.uk

Last Reviewed: July 2026