



Complaints Policy

Sidney Cooper Arts Trust

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1. Purpose

Sidney Cooper Arts Trust (“the Charity”) is committed to providing high quality services and maintaining public trust. This policy sets out how complaints will be handled fairly, promptly, and transparently.

2. Scope

This policy applies to complaints from:

- Beneficiaries and service users
- Donors and supporters
- Members of the public
- Staff, volunteers, and trustees

3. Principles

- **Accessibility:** complaints can be made verbally, in writing, or electronically.
- **Fairness:** complaints will be investigated impartially.
- **Confidentiality:** information will be handled sensitively and shared only as necessary.
- **Timeliness:** complaints will be acknowledged and resolved promptly.
- **Learning:** complaints will be used to improve services and governance.

4. Procedure

1. Making a Complaint

- Complaints may be submitted to the Charity via email, letter, or in person.
- Contact details for complaints will be published on the Charity’s website and materials.

2. Acknowledgement

- Complaints will be acknowledged within **5 working days**.

3. Investigation

- The Chair of Trustees (or delegated trustee) will investigate the complaint.
- If the complaint concerns the Chair, another trustee will be appointed.
- Investigations will be completed within **20 working days** where possible.

4. Outcome

- The complainant will receive a written response outlining findings and any actions taken.
- If unresolved, the complainant may escalate to the Charity Commission or Fundraising Regulator (if fundraising related).

5. Recording & Monitoring

- All complaints will be logged in a **Complaints Register**.
- Trustees will review complaints quarterly to identify trends and improvements.

6. Serious Complaints

- Complaints involving safeguarding, fraud, or serious incidents will be escalated immediately to the Chair and reported to the Charity Commission in line with the Serious Incident Reporting Policy.

7. Review

This policy will be reviewed annually by trustees and updated in line with best practice and regulatory guidance.