

Sandwich Toll Bridge Fund Complaints Procedure

If you are dissatisfied with the standard of service you have received from this charity, or are unhappy about an action or lack of action by this charity, you should let us know as soon as possible so that we may rectify or clarify the situation.

The first priority is to raise the issue with the Clerk to the Trustee, Miss Laura Fidler, who is the officer responsible for dealing with communication, as quickly as possible.

Your complaint may be made by telephone, email, in person or in writing, giving names and addresses and relevant dates with as much information as possible. The appropriate details for contacting the Clerk to the Trustee are:

Telephone on:	01304 617197
By email	townclerk@sandwichtowncouncil.gov.uk
By Letter:	Miss Laura Fidler Town Clerk Sandwich Town Council Guildhall Cattle Market Sandwich CT13 9AH

In many cases, it will be possible for an issue to be dealt with straight away and the source of the complaint resolved immediately. Miss Fidler will decide how and who needs to respond to your complaint – herself, the Town Clerk, the Chairman or the Council as a whole.

For more complex issues, it is much better to put these issues in writing so that a thorough investigation can be undertaken. Investigations will be dealt with as quickly as possible and under normal circumstances you should get a written response within 5 working days and a resolution within 20 working days.

A register will be maintained of all complaints showing dates, details of the complaint, complainant and the action taken to resolve the issue. This is available for all members of the Council to inspect. Serious complaints will be reported to Councillors.

If the complaint involves the Clerk to the Trustee personally, the complainant should address their correspondence to the Assistant Town Clerk, Ms Anna Irwin, at the address above, or by email to mayor@sandwichtowncouncil.gov.uk. Mr Irwin will then liaise with the Chairman of the Trustee on how to proceed.

Information about how and when to complain to the Charity Commission can be found at <https://www.gov.uk/government/publications/complaints-about-charities/complaints-about-charities>

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