

1. Introduction

Gloucestershire Rural Community Council (GRCC) and the Independence Trust provide a high standard of service delivery to communities, service users and all our stakeholders, and we value feedback. We treat all complaints seriously and will deal with them as expeditiously as possible.

If you have any comment to make about the activities of GRCC, the Independence Trust, or any member of our Trustees, staff or volunteers, whether complimentary or critical, you are invited to telephone or write to the Senior Leadership Team at the offices of GRCC / Independence Trust:

GRCC, Community House, 15 College Green, Gloucester, Gloucestershire GL1 2LZ
Tel: 01452 528491

To contact via email:

Barbara Piranty – Chief Executive Officer barbarap@grcc.org.uk

2. The formal complaints procedure is stated below:

If you have a specific complaint you wish to make about the actions of, or service provided by, any member of the GRCC or Independence Trust team, you are asked to contact the Chief Executive Officer in writing. Please state clearly the nature of your complaint and about whom or what the complaint is being made.

Your complaint will be acknowledged as soon as possible and within five working days of receipt by a Senior Manager. Within a further seven working days you can expect to be informed of the outcome of your complaint and, if upheld, the action taken in order to try and prevent a recurrence.

In the event that you are not satisfied with this outcome, or in the event that it is a complaint against the actions or service provided by a Senior Manager, then please address your complaint to the Chair of the Board of Trustees in writing by post to the address below. Please clearly mark the envelope Private and Strictly Confidential.

The Chair, GRCC, Community House, 15 College Green, Gloucester GL1 2LZ

The Chair or Vice Chair will then investigate the matter and contact you within seven working days to discuss further.

If you are still not satisfied, you can request that your complaint is taken to a meeting of the Board of Trustees. Please note that in the normal course of business the Board of Trustees meets every three months. Should your complaint be of such severity, and there being no normal meeting of the Board occurring within one month of your request, then a specially convened meeting of the Board will take place.

Should your complaint be about the actions or service of a member of the Board of Trustees whilst engaged in the business of GRCC or the Independence Trust, then your complaint

must be addressed to the Chair. If your complaint is with regard to the Chair, please address your complaint directly to the Vice Chair at the same address as above. The matter will then be investigated by a specially convened meeting of a Select Committee of the Board of Trustees and you will be answered within fourteen working days of the receipt of your complaint.

Your final course of action is to complain to:

Charity Commissioners, PO Box 1041, Liverpool L69 3ZJ

The Charity registration number of GRCC (including Independence Trust) is [1054282](#).

Appendix: Complaints Process – flowchart

