



Complaints Policy and Procedures

This Policy was originally approved on: 14 December 2005

Record of Review of this Policy

Version	Date	Updated (if appropriate) and Approved by
Two	8 September 2010	Board of Trustees
Three	4 September 2013	Management Team (no changes)
Four	18 May 2016	The Board of Trustees
Five	13 March 2019	The Board of Trustees

Action in rural Sussex (AirS) (formally known as Sussex Rural Community Council) is committed to providing a high quality, accessible and responsive service to its members and to individuals and organisations within rural communities in Sussex.

One of the ways in which we can continue to improve our service is by listening and responding to comments and complaints that users of our services may make. If you have a complaint about our service, we want to hear from you.

This is what you should do:

1. Send your complaint in writing (e.g. by letter or e-mail) or other recorded form to the Chief Executive, Action in rural Sussex, Suites F1, The Waterside Centre, North Street, Lewes, East Sussex BN7 2PE (Tel: 01273 473422 or e-mail info@ruralsussex.org.uk).
2. If your complaint involves the Chief Executive, please address your complaint to the Chairman of the Board of Trustees, marked "Private & Confidential", to the address in point 1 above.
3. Please provide as much information as possible about the complaint.
4. Please let us have your full postal address, telephone number and e-mail address if you have one.

This is what we will do:

1. The Chief Executive (or the Chairman of the Board of Trustees as applicable) will acknowledge receipt of your complaint within two working days.
2. The Chief Executive (or the Chairman of the Board of Trustees as applicable) will then look into the circumstances surrounding your complaint thoroughly and fairly, and will write to you within a reasonable time (normally within 10 working days). You may be contacted directly for further information.

All complaints, including the details of our response and any further correspondence, will be reported to the Board of Trustees.

Review of this Policy

AirS Complaints Policy and Procedures will be reviewed every three years by the Management Team to ensure it remains progressive and reflective of the UK legislation [GN1].

Any recommended changes to the policy and/or procedures will be submitted to the Board of Trustees for approval and thereafter communicated to staff.