

## COMPLAINTS PROCEDURE

### Introduction

We are committed to providing a high quality service to all our customers. When something goes wrong, we need you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future.

### Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

### How you can make a complaint

You can complain by sending an email to us at [manager@barmoorhub.com](mailto:manager@barmoorhub.com) or you can send a written complaint by post to Barmoor Hub, Crawcrook, Ryton NE40 3AG. Alternatively you can telephone us on 0191 413 2053 but please be aware we may, where appropriate, ask you to provide further details in writing.

### How we handle complaints

A manager will initially review the complaint. We will acknowledge a complaint within 5 working days, inform the trustees and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we agree a different time scale with you.

### Time limits

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

**If you are dissatisfied with the outcome**

At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Trustee who has not had any dealings with your matter to review the initial decision. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

**If you are still dissatisfied at this stage**

We are prepared to submit to an ADR procedure operated by an external provider from a list of certified providers is maintained on the CSTI (Trading Standards) website and can be found here <https://www.tradingstandards.uk/consumers/adr-approved-bodies>.