



Complaints Policy

FINAL V_{3.1}

Dated:	September 2022
Next Review Date:	September 2024

COMPLAINTS POLICY

The Alcohol Education Trust and the Pavilion in the Park (PiPs) Ltd ('the organisation') aims to provide its customers with the best possible service.

However, we recognise that from time to time, there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect.

If you are unsatisfied with training and/or resources supplied by the Alcohol Education Trust then please do speak directly to your regional coordinator in the first instance.

If you are unsatisfied with the service provided by PiP Cafe then in the first instance try to resolve the issue directly with the on-duty café manager.

Your continued support and goodwill are of great value to us and therefore if you are unable to resolve your issue satisfactorily and you still have a complaint to make, we would like you to tell us about it. An appropriate form is provided in Appendix A for this purpose.

THIS IS WHAT YOU SHOULD DO:

1. The complaint should be made in writing or on the complaints form available from The Alcohol Education Trust, to the Chief Executive at the office address shown below, who will acknowledge in writing within 7 days of the receipt of any complaint.
2. An initial investigation will be undertaken to establish the facts surrounding the complaint. The Chief Executive, in consultation with a Trustee, will undertake the investigation relating to AET complaints and if the complaint is related to PiP Cafe then the Chief Executive will conduct the investigation in consultation with a PiP Director.
3. Once the investigation has been completed, a report will be produced outlining the findings of the investigation and overall recommendations including any related process improvement actions.
4. The Chief Executive will communicate the results of the investigation to the complainant within a reasonable time - normally 21 days.
5. The complainant shall have the right - if dissatisfied with the results of the inquiry - to put their case personally to the Board of Trustees.
6. The Board of Trustees will be regularly informed by the Chief Executive who will keep a record of the number and nature of any complaints and the outcome.

The Alcohol Education Trust will always try to work with the complainant in order to reach a satisfactory resolution. Where appropriate, the Trust may make a written apology to the complainant. The Trust will also consider how the complaint can feed into improvements in the Trusts' processes and procedures. The decision of the Board of Trustees will be final.

Signed by:



Chief Executive

The Alcohol Education Trust, Pavilion in the Park, St John Way, Poundbury, Dorchester, Dorset
DT1 2FG

APPENDIX A

COMPLAINTS FORM

The Alcohol Education Trust and PiP Cafe

Pavilion in the Park, St John Way, Poundbury, Dorchester, Dorset DT1 2FG

NAME AND ADDRESS OF COMPLAINANT

Name.....

Address.....

.....

.....

Tel No:

For office use only
Complaint No.....
Date Received.....
By Whom.....

Details of Complaint:

(continue on a separate sheet if necessary)

Signed:

Date:

When completed, this form should be sent to the Chief Executive at the address above.