



Glamorgan-Gwent Archaeological Trust

Complaints Policy & Procedure

Policy

The Glamorgan-Gwent Archaeological Trust views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Purpose

We want to:

- provide a fair and usable complaints procedure;
- publicise the existence of our procedure;
- ensure that our staff know what to do if a complaint is received;
- ensure that all complaints are investigated in a fair and timely manner;
- ensure that complaints are, wherever possible, resolved and that relationships are repaired;
- learn so that we can improve what we do.

Definition

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the work of The Glamorgan-Gwent Archaeological Trust.

Complainants

Complaints may be made by anybody who supports the work of the Trust or who uses the services provided by the Trust. Complaints by persons who are employed by the Trust or who volunteer for the Trust should be made using the internal grievance or whistle-blowing procedures.

Formal complaints should be made in writing (including submission by e-mail).

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

Review

This policy is reviewed regularly and updated as required.

Adopted on 24 March 2017

Last reviewed:



Procedure

Informal Complaints

It may be possible that an issue of concern can be quickly resolved by discussion with an employee or trustee without resort to a using a formal procedure. In these instances where resolution is achieved the matter will be noted and reported to the Board of Trustees.

Publicised Contact Details for Formal Complaints:

Formal complaints which should be marked for the attention of the Chief Executive Officer should be sent to The Glamorgan-Gwent Archaeological Trust at Heathfield House, 91 Heathfield Swansea SA1 6EL or by e-mail to enquiries@ggat.org.uk.

Receiving Formal Complaints

The complaint will be logged and an officer identified to deal with the complaint. The complainant will be advised who is dealing with the complaint within one week of the Trust receiving the complaint. They will be reminded of the published procedure and informed when a response can be expected.

The Trust reserves the right to dismiss abusive, frivolous, or vexatious complaints without investigation.

Content

The complainant should provide contact details (name/address and telephone number/e-mail (if available)). In setting out the particular issue(s) the complaint should identify:

- the particular team or service or person that handled the matter that has caused them to complain;
- in what particular way did the trust or its staff act or behave wrongly;
- what did they fail to do;
- what should they have done.

If the complaint is made more than six months after the event then the complainant should identify why there has been a delay in bringing the complaint.

Language

In accordance with our Welsh Language Policy we accept correspondence in English or Welsh and we will respond in the preferred language wherever it is practically possible.

Resolving Formal Complaints

Stage One

The person appointed to deal with the complaint will carry out an investigation of the issues raised. If the complaint relates to the actions of a specific person, they will be informed of the complaint and given a fair opportunity to respond.



Complainants will normally receive our response within five weeks of the Trust receiving the complaint. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant, which will normally be a letter, will describe the action taken and the range of considerations made in investigating the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the matter has not been satisfactorily resolved at Stage One, they can request that the complaint is escalated. At this stage, the complaint will be passed to the Board of Trustees, who will appoint one of their number to handle the matter.

The request for a stage two response will be acknowledged within two weeks of receiving it. The acknowledgement will say who will deal with the case and when the complainant can expect a reply.

The Trustee will reviewing the complaint including the documented stage one actions and paperwork. The reviewer may interview the officer who dealt with the original complaint at stage one. If the complaint relates to the actions of a specific person, they will be informed of the complaint and given a fair opportunity to respond.

Ideally complainants should receive a definitive reply within six weeks of the Trust receiving the stage two complaint. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant, which will normally be a letter, will describe the action taken and the range of considerations made in investigating the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason (for example where the complaint could have particular legal implications).

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

External resolution

The Trust recognises that a complainant may wish to take an unresolved complaint to an external body.

Advice on making complaints against Charities can be found at <https://www.gov.uk/complain-about-charity>.

Advice on making complaints to the Chartered Institute for Archaeologists can be found at <http://www.archaeologists.net/regulation/complaints>.