

We know there may be times when things go wrong and you may not be entirely happy with your experience of visiting or dealing with Middleton Hall. When this does happen, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening.

PRINCIPLE:

We take complaints very seriously and treat them as an opportunity to develop. This is why we're always very grateful to hear from people willing to take the time to help us improve.

We always thank people who contact us about their problems, concerns or worries.

We understand that, on occasions, the cause of the complaint may well be upsetting and stressful. However, if the complainant becomes abusive, offensive, or aggressive, we may, at the trust's discretion, choose not to communicate further on the matter.

HOW TO MAKE A COMPLAINT:

We hope to deal with any expressions of dissatisfaction at the immediate point of contact. However, we appreciate that, on occasions, this may not be appropriate. Also, there may be occasions where you may not be satisfied with the way your initial complaint was dealt with. In these cases, you can raise a formal complaint to the trust by:

- 1) Verbally, by making it clear that you wish to raise a formal complaint or
- 2) Writing to us (care of either the General Manager or Chair of Trustees) at Middleton Hall, Middleton, Tamworth, B78 2AE
- 3) Or via email at: complaints@middleton-hall.co.uk

Please feel free when contacting us about a complaint, to let us know how you think it could be resolved.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

HOW LONG WILL IT TAKE?

We endeavour to respond fully and conclusively to all formal complaints, not resolved at the initial point of contact, within ten working days. However, you will receive an acknowledgement of your complaint within the first 5 days of receipt. Wherever possible we will deal with it more quickly, if we think it will take longer, we will let you know.

On occasions, it may be necessary for us to seek further information from you. Often it is quicker for us to contact you via telephone. If you'd prefer us not to ring you, please let us know in your complaint. If you're happy for us to contact you by email

or telephone please ensure you provide the most suitable email address and/or telephone number.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can.

WHAT TO DO IF YOU'RE NOT HAPPY WITH OUR RESPONSE?

We really hope that we are able to resolve your complaint to your satisfaction. However, if this is not the case then you are very to get back in touch with us if you have new information that you feel is relevant or, if you think there is information already provided that we haven't considered.

If you are still not satisfied with our response or the way your complaint has been handled you can contact The Charity Commission at the address below.

The Charity Commission
PO Box 1227
Liverpool
L69 3UG
0845 3000 218
www.charity-commission.gov.uk