Complaints Policy

Disabled Ramblers views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint.

Policy

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise, via our website, the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at the Disabled Ramblers knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do. The Trustees will review each complaint. This might lead to changes to procedures or to education or censure of individuals.

Confidentiality

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

Procedure

Any verbal complaint should be brought promptly to the attention of a Trustee.

Written complaints should be sent to the Chairman, care of our Registered Address or by email to chairman@disabledramblers.co.uk

If the complaint is about the Chairman, then it can be sent to any Trustee.

Our Registered Address is 7 Drury Lane, Hunsdon, Ware, Herts SG12 8NU. It can also be found on our website and the websites for the Charity Commission and Companies House.

At any stage, the complainant can take their complaint to the Charity Commission. See www.charitycommission.gov.uk/publications/cc47.aspx

As much information as possible about the complaint should be recorded.

If possible, the Trustee recording the complaint should resolve the issue.

If this is not possible, then the complaint must be sent to the Chairman who will seek to resolve it.

If the complaint is against an individual member, then that member should be involved (where appropriate) so that they have the opportunity to respond to the complaint.

We expect any complaint to be addressed within two weeks.

A record will be kept of the complaint, including Initial recorded details, description of the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The record will be stored on SharePoint.

Complaints Policy. Owner – Chairman			
Version	**Date**	**Author**	**Changes**
0.1	2017-06-28	J. Cuthbertson	First Draft
1.0	2017-06-28	Directors	Issued
1.1	2026-06-10	J. Cuthbertson	Reviewed. Format standardised. Issue Control added. Registered address updated
2.0	2026-10-03	J. Cuthbertson	V2.0 Published