



Chorlton Community Land Trust Complaints Policy and Procedure

Chorlton CLT is committed to achieve high standards in all that we do, but recognise that there may be occasions where individuals or organisation are dissatisfied with the support, service or interaction they have had with us. Often speaking to the person from the CLT involved will suffice, but in the event that the outcome of this discussion is not satisfactory to you, you may wish to make a complaint. We aim to deal with such complaints in a timely and responsible way and to achieve a resolution to the complaint at the earliest stage possible. We are committed to take all complaints seriously, and to learn from them so that we can improve for the future. We have adopted the following procedure for dealing with complaints.

1. You should put your complaint in writing by email to the Chair of CCLT chair@chorltonclt.org, who will acknowledge receipt in writing within 3 days, clarifying our understanding of the issue to be addressed, and inviting clarification or further comment as appropriate. This may involve a meeting with you.
2. The Chair and two other board members will investigate and will reach a decision on the issue, informing you of that decision, the reasons for it, and any action that is proposed as a result of that decision within 21 days of receipt of the complaint. You will be given the opportunity to respond to that decision, and the Chair will reply to any such responses within 14 days. If the complaint relates to the Chair, one other board member will deputise.
3. If you remain dissatisfied with any aspect of our handling or the outcome of the complaint, then CCLT agree to the dispute being referred for a mediation. Our chosen mediation provider is Solution Talk www.solutiontalk.co.uk . The cost of the mediation will be shared equally.



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| Agreed by Board on | 24 September 2019 |
| Chair | Steve Goslyn |
| Secretary | Chris Peacock |
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| Previous Versions | None |
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| Reviewed | 13 October 2020 |
| Next review | October 2021 |