

THE GREIG TRUST
Incorporating

THE HS & SV AND D & M GREIG FUNDS
THE DAVID GREIG EDUCATIONAL TRUST

COMPLAINTS PROCEDURE

Our commitment to you

The Greig Trust are committed to achieving the highest standards in all its activities . - Our clients are;

- Church of England Schools in the London Borough of Haringey,
- Church of England Schools outside the London Borough of Haringey within the objects of the charity ,
- Voluntary sector organisations promoting education of persons under 25 years who are resident or attending a school or other educational institution in Haringey within the objects of the charity.
- Individuals that qualify within the objects of the charity

We are committed to providing our clients with a quality service and to continuously improving those services but acknowledge that from time to time complaints will arise.

If you are unhappy about the services that we provide to you we want to hear about it, without your feedback we cannot improve.

What is a complaint?

The Greig Trust defines a complaint as “an expression of discontent by a person or persons receiving a service from the charity that cannot be immediately resolved at the point of delivery, and about which the complainant desires that follow-up action is taken and a response provided.” We will use your complaint as an opportunity to learn and to improve the services we deliver.

Complainants are entitled to raise a complaint in their preferred method of communication. Some complainants may choose to raise their complaint directly, whereas others may seek support from a relative or a friend.

How the system works

At the Greig Trust, the administrator is responsible for making sure that all complaints are logged and actioned, and who will monitor complaints to make sure that they are being dealt with.

How to make a complaint

If you are not happy about a service that you receive it is usually best to let the person who is providing the service know, either by telephone, letter or in person. - If you don't know who to contact you can write directly to:

The Administrator, The Greig Trust,
34 Dalkeith Grove, Stanmore, Middlesex HA7 4SG

The administrator will log the complaint and make sure that it is assigned to the most appropriate person. - You will be sent a letter confirming that the complaint has been received within five working days and the name of the person who is dealing with your complaint., who will carry out a full investigation into the circumstances surrounding it. The Trust records will be examined to check that proper procedures were followed . The target time for responding in full to a complaint is 20 working days, though, if the issue is complicated, any delay will be explained.

If the complaint is upheld, you will receive a full apology and, where appropriate, be given details of any action that The Greig Trust was able to take to retrieve the situation or at least put things right for the future. The aim is always to achieve resolution at the earliest stage possible.

What will happen after I complain?

We aim to make sure we sort out your complaints in line with the timescales set out in our complaints procedure. We will keep your complaint confidential as far as possible, but we may need to share information with other people who need to know about the complaint in order to sort it out. We will handle information in line with the Data Protection Act.

If you are not satisfied with the outcome

If you are not satisfied with the outcome let the Administrator know. - The complaint will be progressed so that the Chairman of the Trustees can investigate it for you.

The Chairman will check that the investigation so far has been carried out fully and properly. She or he will check that the fundamental point of the complaint has been addressed and look at any outstanding issues raised by the complainant

Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your voice

We hope you agree that most of the time we do provide a good quality service. - We value all feedback from our clients and would also like to hear from you about what you think we do well.