

Glossop & District Heritage Trust

Glossop & District Heritage Trust

A company limited by guarantee,
Company Number 01945480
Registered Charity no. 517900

Supported by



c/o 65 High Street West, Glossop, SK13 8AZ

www.glossopheritage.co.uk

enquiries@glossopheritage.co.uk

Patron Edward William Fitzalan Howard, 18th Duke of Norfolk
Chairman Anthony Wright

Complaints Policy

Glossop Heritage Trust ("GHT") is committed to delivering a first class service to its members, stakeholders and all those who visit our website, attend our events or use our services. GHT takes complaints very seriously and is committed to addressing any issues which might lead to a complaint. This policy is intended to set out our procedure for dealing with complaints of any nature efficiently and satisfactorily.

How to make a complaint

Contact us by:

Either by sending a message to our email address at admin@glossopheritage.co.uk

Or by writing to us at the GHT's registered office – Glossop Heritage Trust, 65 High Street West, Glossop, SK13 8AZ

Any message or letter **MUST**

**** Be addressed for the attention of the Chair unless the complaint concerns the Chair in which case for the attention of the Vice Chair**

**** Contain the sender's name (including surname) and contact details for reply including a telephone number and email address if possible.**

**** Set out as fully as possible the circumstances of the complaint**

Note that except in exceptional circumstances anonymous complaints will not be accepted.

Response from us

GHT will acknowledge your communication and respond to your complaint within 20 working days. If a full response cannot be made within 20 working days GHT will tell you and provide an update and tell you when a full response will be made.

Further Review

If you are not satisfied with GHT's response you may ask for the response to be reviewed by another Director of GHT

Social Media

GHT does not accept complaints made through social media platforms but directs attention to the "How to make a complaint" section above

Policy Scope

This policy is intended to relate to complaints of any nature including (but not limited to) a complaint relating to a Data Protection issue.