



Complaints Policy

FINAL V4.0

Organisation	Means The Talk About Trust, a registered charity and it's trading subsidiary, the Pavilion in the Park (PiPs) Ltd
Dated:	September 2026
Next Review Date:	September 2028

COMPLAINTS POLICY

The Talk About Trust and the Pavilion in the Park (PiPs) Ltd ('the Organisation') aims to provide its customers with the best possible service.

However, we recognise that from time to time, there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued support and goodwill are of great value to us and therefore if you are unable to resolve your issue satisfactorily and you still have a complaint to make, we would like you to tell us about it. An appropriate form is provided in Appendix A for this purpose.

1. Our Commitment

- We value feedback and take complaints seriously
- We treat all complaints with care, fairness and confidentiality
- We use complaints to learn and improve our work

2. Who Can Complain?

- Service users, donors, volunteers and members of the public can use this policy
- Staff members should use the internal staff grievance or whistleblowing procedures instead

3. How to Make a Complaint

Step 1 – Informal Resolution

Contact the staff member or volunteer involved by phone or email first.

If you are unsatisfied with training and/or resources supplied by the Talk About Trust then please do speak directly to your regional coordinator in the first instance.

If you are unsatisfied with the service provided by PiP Cafe then in the first instance try to resolve the issue directly with the on-duty café manager.

Step 2 – Formal Complaint

If you are not happy with the informal response then you will need to make a formal complaint:

- The complaint should be made in writing (or on the complaint form available from The Talk About Trust), to the CEO at the office address shown below.

4. Our Timetable

- We will acknowledge your complaint with 7 days
- An initial investigation will be undertaken to establish the facts surrounding the complaint. The CEO, in consultation with a Trustee, will undertake the investigation relating to TAT complaints and if the complaint is related to PiP Cafe then the CEO will conduct the investigation in consultation with a PiP Director.

- Once the investigation has been completed, a report will be produced outlining the findings of the investigation and overall recommendations including any related process improvement actions.
- The CEO will communicate the results of the investigation to the complainant within a reasonable time - normally 21 days.

5. If You Are Not Satisfied (Appeal)

- The complainant shall have the right - if dissatisfied with the results of the inquiry - to put their case personally to the Board of Trustees.
- The Trustee will give a final decision within 10 days of your appeal request.
- If your complaint involves fundraising and you remain unhappy, you can contact the appropriate external regulator, such as the Fundraising Regulator. For serious charity concerns, you can contact the Charity Commission (or the Scottish Charity Regulator where relevant).

The Talk About Trust will always try to work with the complainant to reach a satisfactory resolution. Where appropriate, the Organisation may make a written apology to the complainant. The Organisation will also consider how the complaint can feed into improvements in the Organisations' processes and procedures. The decision of the Board of Trustees will be final.

Signed by:



CEO, The Talk About Trust, Pavilion in the Park, St John Way, Poundbury, Dorchester, Dorset
DT1 2FG

APPENDIX A

COMPLAINTS FORM

The Talk About Trust and PiP Cafe

Pavilion in the Park, St John Way, Poundbury, Dorchester, Dorset DT1 2FG

NAME AND ADDRESS OF COMPLAINANT

Name.....

Address.....

.....

.....

Tel No:

Email:

Details of Complaint:

For office use only

Complaint

No.....

Date

Received.....

By

Whom.....

(Continue on a separate sheet if necessary)

Signed:

Date:

When completed, this form should be sent to the CEO at the address above.