



Registered Charity
No 1157262

Complaints Policy

Policy Statement

At Duxford Workshop we take complaints seriously. If you have a complaint we want to hear about it and we will do our best to put it right.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It may also be an expression of dissatisfaction of any aspect of Workshop which is under the control of the director, the trustees or volunteers.

How to complain

Workshop would like to sort out any complaint as soon as possible.

We hope that any complaint might be resolved informally. In the first case speak to the Workshop Director who will try to sort the matter out.

If you are not satisfied with the outcome or if you wish to make a formal complaint please contact the Chair of Trustees. Please state the nature of your complaint including as much information as possible such as: what happened; when (date and time) and where; who was present (where applicable); any action taken at the time and by whom; and what you consider to be unsatisfactory. You should also tell us what you would like the outcome of this complaint to be. Your formal complaint can be sent by letter or email to the following address:

Chair of Trustee, Duxford Saturday Workshop
c/o Duxford Primary School
St John's Street
Duxford
Cambridge CB22 4RA

Stephen.inglis5@gmail.com

Anonymous complaints

We will not usually be able to respond to any anonymous complaints or matters for which Workshop is not directly responsible. However, a complaint submitted anonymously may be considered if there is enough information for Workshop to make further enquiries and take appropriate action, if required. If an anonymous complaint does not provide enough information to enable us to investigate, Workshop may decide not to pursue it further. Any decision not to pursue an anonymous complaint will be taken by the Chair of Trustees.



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What will we do when we get your complaint?

We will listen to your complaint and advise you how it will be handled.

We will investigate, normally by the Chair of trustees appointing a trustee or group of trustees to carry out the investigation.

We will tell you our conclusions and any actions which we may take.

How long will it take to respond?

We will acknowledge your complaint promptly, ideally within 7 working days. You may be contacted to ensure that we have understood your complaint properly and you may be interviewed as part of the investigation.

We will aim to resolve the complaint promptly ideally within 14 working days of the receipt of the complaint. If a more detailed investigation is required this may take longer and in this case we will let you know when we expect to find a resolution.

The decision taken at this stage is final unless the board of trustees decides it is appropriate to obtain external assistance to raise the issue.

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Trustees	3 rd May 2025	Initial version	3 years