



## **WW1 Aviation Heritage Trust Ltd - Complaints Procedure**

WW1 Aviation Heritage Trust Ltd aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with WW1 Aviation Heritage Trust Ltd please tell us

\* if you are unhappy about any WW1 Aviation Heritage Trust Ltd service, please speak to the relevant staff, member, manager or a Trustee.

\* if you are unhappy with an individual in WW1 Aviation Heritage Trust Ltd sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff, member's manager or a Trustee.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Board of Trustees. (If your complaint is about a Trustee please write to the Chair.)

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next Executive Committee meeting, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with WW1 Aviation Heritage Trust Ltd's services.