

Complaints procedure

January 2024



HAMPSHIRE
ARCHIVES TRUST

Hampshire Archives Trust (HAT) is a registered charity, number 294312 with a registered address c/o Hampshire Records Office, Sussex Street, Winchester SO23 8TH

Our complaints procedure has the following aims

- To deal with complaints fairly, efficiently and effectively
- To ensure all complaints are handled consistently
- To use complaints constructively to improve our standards

Step 1 If you have any complaint about HAT or its activities we ask you, in the first instance, to please make informal contact with the Secretary by e mail at secretary@hampshirearchivetrust.co.uk or by post to David Livermore, HAT chairman, c/o 24 Kirkby Court, Mortimer Drive, Romsey SO51 0ED telling us your name and contact information, the nature of your complaint and which aspect of our activities is affected. The Secretary will investigate and respond direct to you within 7 working days, should investigation need longer you will be informed of a revised timeframe within that 7 days

Step 2 After step 1 If you do not feel your complaint has been resolved to your satisfaction and wish to make a formal complaint, then write to the Chairman by email chairman@hampshirearchivetrust.co.uk or by post to David Livermore HAT Chairman, c/o 24 Kirkby Court, Mortimer Drive, Romsey SO51 0ED marking the subject line formal complaint and telling us what the complaint is. The Chairman may well contact you asking for further information if needed and will then convene a meeting of officers of the Trust, which includes the Chairman, to consider your complaint within 7 working days of receiving the formal complaint. You will be contacted after that meeting to discuss it conclusions.

Step 3 In the event this does not resolve the issue you can request the complaint to be referred to the whole Board of Trustees at their next meeting (the Board meet 4 times a year) where you can attend and present your complaint

Step 4 Your final course is to complain to the Charity Commissioners either by post at Charity Commission PO Box 211, Bootle, L20 7YX or by phone 0300 066 9197 or via a contact form found on their website page <https://forms.charitycommission.gov.uk/>

If your complaint relates to your personal data, please first refer to our Data Protection policy (On our website) and it may also be appropriate to contact the Office of the Information Commissioner.

HAT will maintain a log of all complaints received and actions taken