

## Complaints Policy

We're sorry if you feel you need to complain. We are keen to put this right and letting us know the circumstances and why you are not happy gives us the opportunity to put matters right for you.

### How to contact us

#### 1. Telephone

The easiest and quickest way to sort things out is by picking up the phone and hopefully we can resolve your complaint there and then. Please call our main office number and speak to one of the team on 0203 764 8503. If there is no answer, please leave your name and number on the answering machine and our CEO will call you back ASAP.

#### 2. Online

A 'Compliments, Complaints and Suggestions Form' can be filled out on our website and is available here, <https://www.spinnaker.org.uk/pages/compliments-complaints-suggestions->

If you would prefer to send an email, please send this to 'spinnaker@spinnaker.org.uk'.

### Details of your concern

Please give the following details when contacting us:

1. Your name
2. A description of your concern
3. What you'd like us to do to put things right

Once you've contacted us, we'll do our best to resolve any complaints within 5 working days. If we need more time to complete our investigations, we will keep you updated regularly with our progress using the same means through which you contacted us.

If you are unhappy with the response from our CEO and wish to take the matter further, please write to our Chair of Trustees at the following address:

Chair of Trustees  
Spinnaker Trust Ltd  
The Office, Christ Church Chislehurst  
40 Lubbock Road  
Chislehurst  
Kent BR7 5JJ



All Spinnaker Trust policies and procedures can be found on the team page of our website: [www.spinnaker.org.uk/policies](http://www.spinnaker.org.uk/policies)

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