



Charity No 1096077

Complaints Procedure

The Coultershaw Trust encourages comments, both positive and negative, from visitors. We aim to provide a high standard of customer care to all our visitors. While great care is taken to ensure that all our services are provided efficiently, courteously, and to a high standard, we accept that complaints will be made.

A complaint is a valid expression of dissatisfaction, and however it is made, by email, letter, telephone, or verbally, it will be investigated, and used as means to improving our service.

The Coultershaw Trust will deal with complaints quickly and will take prompt action to ensure that complaints of a similar nature do not arise again.

How to Complain

Stage 1

Members of the public can raise a complaint in person to any member of the volunteer staff or trustees. They will log the complaint and tell the complainant when to expect a response.

Alternatively a complaint can be made by letter or email to the The Coultershaw Trust at:

Coultershaw Beam Pump and Heritage Site
Station Road
Petworth
GU28 0JE

Email: admin@coultershaw.co.uk

Stage 2

All complaints will be referred to the Trustees. The Coultershaw Trust will respond to all complaints within 10 working days. If the complainant is dissatisfied with the outcome and/or the investigation into the complaint then they will be encouraged to appeal to the Charity Commission or other appropriate body nominated by the Chairman of the Trustees.

This policy was revised 3rd December 2019 and will be reviewed in December 2020