



# THE YORKIST HISTORY TRUST

Founded in 1985  
Registered Charity No. 327005

## 1. Complaints Policy

- 1.1. As a registered charity (no. 327005), the Yorkist History Trust (hereafter 'the Trust') takes complaints seriously. The Trust will endeavour to satisfactorily rectify any complaints made.
- 1.2. Our Complaints Policy has the following goals:
  - To deal with complaints fairly, effectively and efficiently;
  - To ensure that all complaints are handled in a consistent manner;
  - To use complaints constructively in the planning and improvement of our activities.
- 1.3. A complaint against the Trust may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of the Trust which is under the control of the Charity, its trustees, officers or other volunteers.

## 2. How to complain

- 2.1. Many complaints can be resolved informally. In the first instance contact the Trust either on the contact form on our website ([yorkisthistorytrust.org.uk](http://yorkisthistorytrust.org.uk)) or by email via the Secretary ([yorkisthistorytrust@gmail.com](mailto:yorkisthistorytrust@gmail.com)).
- 2.2. If for whatever reason you feel that it is not appropriate to direct your complaint to the Secretary in this manner, please contact the Chairman via email ([christian.steer@york.ac.uk](mailto:christian.steer@york.ac.uk)).
- 2.3. Alternatively, complaints can be sent by post to:

The Yorkist History Trust  
PO Box 6302  
NEWBURY  
RG14 9QU
- 2.4. Upon receipt of your complaint, the Trust will:
  - Acknowledge receipt of your complaint and provide a timeline on when to expect a formal response;
  - Undertake an appropriate investigation of the complaint;
  - Formally respond to the complaint and to advise of next steps;
  - Where applicable, take steps to avoid a repeat occurrence.
  - Any information collected as part of the complaint will be handled in line with our GDPR policy (available on our website).
- 2.5. There may be occasion where the complaint is referred to a third party.
- 2.6. The Trust is a charity run by volunteers and as such our response may be delayed. In the eventuality of a delay, you will be updated with a revised timeline.
- 2.7. Any complaint concerning illegal activity should be referred to the police.

2.8. Please note that the Trust will not tolerate any abusive behaviour or language towards its trustees and officers made during the complaint process.

### 3. Complaint escalation

3.1. If the Trust is unable to resolve your complaint or if you feel that the complaint would best be dealt with outside of the Trust's internal complaints policy, you can refer it to the **Fundraising Regulator** (<https://www.fundraisingregulator.org.uk/complaints>) for complaints about fundraising, or the **Charity Commission** (<https://forms.charitycommission.gov.uk/raising-concerns>) for other serious complaints. Further information on making complaints about charities can be found on the Charity Commission's website.

### 4. Adoption

4.1. This policy was approved and adopted by the Trustees at a meeting on 11th June 2024.