



Charity No: 222458

c/o 2 Brookfield Cottages
The Strand
Lymestone
Exmouth EX8 5ES

Email: promoting.retreats@gmail.com

Tel: (01395) 272243

Association for Promoting Retreats

Complaints Policy

Whilst the Trustees of the Association for Promoting Retreats (APR) make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. The APR will take all reasonable steps to resolve the situation, in everyone's best interests.

For very serious concerns, such as individual's safety being placed at immediate risk, we will take such action as is appropriate, for example, by calling the emergency services.

1. Informal Complaints

Anyone who has a concern should initially raise this with an APR Trustee at the time, as this enables the Board to respond and deal with an issue quickly.

The APR Trustees will seek to resolve this and meet any reasonable expectations the individual may have, ideally to his or her satisfaction. If this is not possible, they will make a note of:

- The complainant's name and contact details, unless s/he is unwilling to provide these.
- The nature of his/her concern and anything that s/he wished to be done about it.
- The circumstances surrounding the complaint, including when, where any action that was taken, and the details of others who were present/involved.

Advise the complainant that their concern will be passed to the Trustees.

2. Formal Complaints

Where an individual wishes to make a formal complaint, s/he should be provided with the email address of the nominated lead Trustee (the APR Vice-Chair) for complaints and/or the APR registered address, as they wish. Correspondence should be marked private and confidential. He or she should be provided with a copy of this policy by post or email.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible, and should include in it:

- Name, organisation (if relevant), address, telephone number and email.



- If the complainant does not wish to be contacted in a particular way, please let the APR Administrator or Vice-Chair know, and we will of course respect this.
- As much information as possible, such as what happened, where, when (date/time), who was present, and any action taken, and by whom.
- What it is that was felt to be unsatisfactory.
- What the complainant believes should be done to address their concern.

Receipt will be acknowledged, if possible, within 7 working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the APR Vice-Chair or Administrator will contact the person complaining to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when the APR estimates that the investigation will be completed. The complaint response will explain the APR's findings, and what action it will be taking/has taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow disclosure of sensitive personal information.

If the complainant is not satisfied with the response, s/he may appeal the decision, by writing to the APR Chair, the contact details of whom will included in the APR's response. Appeals must be submitted within 28 days of the APR's response to the initial complaint.

The appeal should be specific about why the individual feels the decision made was wrong, and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

3. Wider Action

Irrespective of the outcome of any complaint, the APR Trustees will consider if there is any requirement in respect of wider action and/or statutory reporting to the [Charity Commission](#), [H&SW Executive](#), other regulator, or the [Police](#).

Consideration will also need to be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

4. Anonymous Complaints

Anonymous complaints will be recorded and any facts available looked in to. However, in doing so, APR Trustees will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in APR's work, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and his or her contact details. This will also allow the APR to advise him or her of the outcome.



5. Potential Compensation Claims

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers (currently Zurich Insurance) are to be notified.

6. Confidentiality

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

7. Availability

This policy is to be made publicly available and given to anyone who advises that he/she wishes to submit a complaint.

APR Trustees
July 2025

