

External Complaints Procedure



Introduction

Rural Media is committed to delivering a quality service at all times. However, if you have any comments or are dissatisfied with any aspect of the service you receive from Rural Media we would like to hear from you. This could include feedback about services you are pleased with, suggestions on how we might improve our services or any other matters that would help us to improve the quality of our work.

If you are making a complaint we need to know the exact nature of the complaint. Please provide as much information as possible about the service provided, the individuals or department involved and why you feel the service you received did not meet your expectations.

How to lodge a complaint

You can make a complaint in whatever form is the most convenient to you. You can telephone and speak to the appropriate member of staff or, alternatively you can write or email:

By Post

Rural Media
Packers House
25 West Street
Hereford
HR4 0BX

By email

info@ruralmedia.co.uk

If you telephone us the complaint will be logged. Whoever takes your call will try to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including email) we will acknowledge it as soon as possible and pass it to the appropriate member of staff for action. If your complaint cannot be resolved by the person initially dealing with it, it will be directed to the relevant senior member of staff.

It is our intention that complaints will be responded to within seven working days. If a full response cannot be given within seven working days (e.g. when a matter is very complex, where we have to consult a third party on the matter or the relevant member of staff is on leave) you will be informed of the progress being made with your complaint.

The Chief Executive accepts full responsibility for effective complaints handling.

In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.

What to do if you are still unhappy

If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly in writing to the Chief Executive of Rural Media:

Mr Nic Millington
Chief Executive
Rural Media
Packers House
25 West Street
Hereford
HR4 0BX

The Chief Executive will then respond to you within ten working days of receipt of your letter.

If you are not content with the outcome you may raise your concern with the Board of Trustees by writing directly to:

Mr Andrew Thorman (Chair of The Board of Trustees)
C/o Rural Media
Packers House
25 West Street
Hereford
HR4 0BX

You will again receive a response with within ten working days of receipt. The Chair will also raise your complaint at the next full Board Meeting and you will subsequently be informed of the outcome. Board meetings take place on a quarterly basis.

In extreme circumstances the Charity Commission will also intervene in matters where there is serious risk of significant harm to, or abuse of, charities, their beneficiaries or assets

Information about what constitutes a serious issue and how to do report is available here <https://forms.charitycommission.gov.uk/raising-concerns/>

Please note the Charity Commission can only take action where it is evidence based and proportionate to do so.

Rural Media Charity takes complaints seriously. We will systematically record any complaints received and the subsequent actions taken and keep you informed of any outcomes.