

Complaints and Grievance Policy

The Sutton Hoo Ships Company aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued, and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with Project Manager, Shipwright or Assistant Shipwright, as appropriate.

The more formal procedure outlined below is intended for use by Volunteers and other users of our services, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person, or by telephone, letter or email to the Project Manager who will acknowledge, in writing within five working days, the receipt of any complaint. If the complaint is about the Project Manager, the complaint should be addressed to the Chair or Trustees (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what The Sutton Hoo Ships Company will do:

The Project Manager will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Project Manager will agree any necessary further action with the complainant. The investigation will be documented and shared with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustee Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.

The Project Manager will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. The Project Manager will report to the Board on this at least annually.

If you have a complaint, in the first instance contact: Jacq Barnard, Project Manager, The Sutton Hoo Ship's Company, The Longshed, Tide Mill Way, Woodbridge, Suffolk IP12 1FP
jab@saxonship.org

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