



Friends of Bangor Garth Pier Complaints Policy and Procedure

Introduction

Friends of Bangor Garth Pier views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure all Trustees and volunteers know what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Friends of Bangor Garth Pier.

Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in Friends of Bangor Garth Pier, including the general public if

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The Friends of Bangor Garth Pier registered charity number:1198201

something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees of Friends of Bangor Garth Pier and will be reviewed regularly and updated as required.

Procedure

How to complain

A complaint could be made to a volunteer in the Entrance Kiosk or the FBGP shop on the pier who may be able to resolve the issue immediately.

Or a complaint can be put in writing (email or letter) or by phone to the Chair, please use the following contact details:

Address: FBGP, 40 Ffriddoedd Road Bangor Gwynedd LL57 2TW

Telephone: 07974 741755

Email: enquiries@bangorpier.org

If a member of the public does not want to make a complaint in writing, the volunteer can pass it on to the Trustees via the What'sApp group.

We are unable to matters for which the charity is not directly responsible. It should be recognised that many complaints received by our volunteers on the pier relate to matters such as the car park, public toilets, maintenance issues and Garth Gardens which are the responsibility of **Bangor City Council** (who own the pier and the pier car park) or **Gwynedd County Council** (who are responsible for the public toilets and Garth Gardens).

To make a complaint to Bangor City Council Contact use the following contact details:

Address: City Council Offices, Ffordd Gwynedd, Bangor, Gwynedd, LL57 1DT

Telephone: 01248 352421

Email: townclerk@bangorcitycouncil.com

To make a complaint to Gwynedd County Council use the following contact details:

Address: Service Improvement Officer, Corporate Support, Gwynedd Council,

Shirehall Street, Caernarfon, Gwynedd, LL55 1SH

Telephone: 01766 771000

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Email: cwynion@gwynedd.llyw.cymru

What FBGP will do on receiving your complaint

- We will listen and record your complaint in the Complaints Log and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence within reason.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our volunteers and Trustees.

Confidential information in relation to your complaint will be handled sensitively.

How long it will take to respond

- You will receive acknowledgement of your complaint within 5 days of receipt.
- You may be contacted for further information to make sure that your complaint has been properly understood.
- We will endeavour to respond fully within 10 days but wherever possible we will deal with it more quickly. If we think it will take longer we will inform you.

How you can appeal

If you are not satisfied that your complaint has been resolved, you can refer it to the Fundraising Regulator if it is related to fundraising or to the Charity Commission if it relates to any other area of our activities.