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## Complaints Procedure

### Our commitment to individuals and DFTRA members

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### What is a complaint?

A complaint is when you tell us you are not happy about anything in relation to the Federation.

Complaints could include, but are not restricted to:

- Unhappiness with any actions of the DFTRA Board or a member of staff
- Third party complaints

### How to make a complaint

If you wish to make a complaint you can contact DFTRA in any of the ways listed below.

- By email at: [info@dftra.org.uk](mailto:info@dftra.org.uk)
- In writing: **Dudley Federation C/O Griffiths & Pegg, Hagley Court South, Level St, Brierley Hill DY5 1XE**

You can either write out your complaint personally, request a representative to write a statement on your behalf, or request a Complaint Form via the methods above.

### What next?

- The receipt of your complaint will be acknowledged and addressed within 10 working days.
- If the complaint is directed at a DFTRA Board or staff member, this will be passed on and dealt with by an independent third party.
- If the complaint is regarding a third party, the complaint will be addressed by the board. It will then be decided what action is to be taken and whether it will need to be passed to another department or dealt with internally by the Board members. A full written response will be issued to you within 30 working days of receipt.
- **Your complaint will be kept in adherence to our Data Protection Policy and will not be shared with anyone outside of the organisation unless it is necessary for the resolution of the complaint.**

### If you are still unhappy

- If you are still unhappy following the decision of the DFTRA Board, you can write to the Chairperson of DFTRA stating that you are not happy and your reasons why. This will then be passed to an independent person outside of DFTRA who is relevant to the case in question.

Updated and agreed by the DFTRA board on: 10<sup>th</sup> June 2024.

Review due by: July 2026.

#### Directors

**Martin Smith (Chairperson), Stan Chance (Vice Chairperson), Christine Phillips (Treasurer)  
Elaine Lloyd, George McClay, John Doughty, Tony Brain**