

Complaints Policy

If for any reason you are unhappy with any of Wrestlingworth Goodwill Fund services, the following tells you what you can do to help Wrestlingworth Goodwill Fund improve its service to you.

Not satisfied?

Talk or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

Still not happy?

Put your complaint in writing to the Chair or, if your complaint is against that person, the Treasurer.

What will happen next?

In normal circumstances you will receive a written reply within 28 working days of receipt of your complaint.

Still not satisfied?

Write to the Chair asking that the matter be placed on the agenda of the Board of Trustees at its next meeting. Such a request will, in normal circumstances, be acknowledged within 14 working days of receiving it.

What happens then?

The Board of Trustees at its next meeting will discuss the complaint and the Chair will then reply to you within 14 working days of the meeting. The decision of the Board of Trustees will be final.