

## **COMPLAINTS AND FEEDBACK POLICY**

Benefact Trust welcomes both positive and negative feedback. We aim to make it simple and easy to make a complaint or offer feedback and we aim to respond promptly and properly at all times.

### **If you have feedback or a complaint**

If you have a complaint about any aspect of our work, you can contact the Administration Team in writing or by telephone.

In the first instance, your complaint will be dealt with by our Administration or Company Secretarial team. Please give us as much information as possible and let us know how you would like us to respond to you, providing the relevant contact details.

Write to:

Benefact Trust Limited  
Benefact House,  
2000, Pioneer Avenue,  
Gloucester Business Park,  
Brockworth,  
Gloucester,  
GL3 4AW, United Kingdom

Tel: 01452 873189

Email: [info@benefact.co.uk](mailto:info@benefact.co.uk)

### **What happens next?**

If you telephone us, we will try to resolve the issue immediately and ensure we contact you with any follow-up actions or advice.

If you email or write to us, we will acknowledge your complaint within seven days, and resolve it within 21 days. If this is not possible, we will explain why and update you with the outstanding actions within the 21 day timeframe.

If your complaint cannot be resolved by the Administration or Company Secretarial teams, then it will be considered by our Chairman or the Board of Trustees.

In the process of responding to your feedback or complaint, we will process personal data according to our Privacy Policy which you can find on our website here <https://www.benefacttrust.co.uk/privacy-policy>