



# Homes for Hooky

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## Hook Norton CLT Complaints Policy / Procedure

Hook Norton Community Land Trust Limited (HNCLT) is committed to enabling members and those who come into contact with our projects and services to influence and easily voice their views and opinions about our organisation and the projects we facilitate. If we have made a mistake, we want to know about it so that we can put things right and avoid the same mistake happening again.

### HOW TO MAKE A COMPLAINT

The complaint should be received by the completion of a [complaints form](#) or by email to [hello@hooknortonclt.org.uk](mailto:hello@hooknortonclt.org.uk) giving as much detail as possible, preferably within 5 working days of the problem arising.

### HOW SOON WILL WE RESPOND

Receipt of a complaints form will be sent on submission. We aim to acknowledge any emailed complaint within five working days. We endeavour to respond fully and conclusively to all complaints within ten working days. Wherever possible we will deal with complaints more quickly, and if we think it will take longer, we will let you know.

### WHAT WILL WE DO

We will work as quickly as possible to fix problems, correct mistakes and address concerns in a way that suits you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome for all concerned.

Your complaint will be put before the Board of Directors, who will discuss the best way to respond and resolve the issue.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

If the complaint relates to a company or organisation connected to but independent of HNCLT, your complaint will be passed on to the appropriate person and you will be informed of that action.

**There may be rare occasions when we chose not to respond to a complaint at all. These include:**

- When a complaint is about something that HNCLT has no direct connection to. We may choose to reply, but we are not obliged to do so.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again, we will always inform you of our decision to do this.

- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complaint has been made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

## WHO ELSE CAN HELP

HNCLT is a Community Benefit Society, governed by the FCA. We really hope that we are able to resolve your complaint in an honest, open and satisfactory way. However if after contacting us you are still unhappy then you can contact the FCA :

The Office of the Complaints Commissioner,  
Tower 42, 25 Old Broad Street,  
London EC2N 1HN.  
telephone: 020 7877 0019.  
website: [www.frccommissioner.org.uk](http://www.frccommissioner.org.uk)

Please outline the details of the complaint, why you have not been satisfied with our response up to now and what you would like us to do to put things right.

This Policy was ratified by HNCLT Board Members on 16 October 2023

Catherine Ryan



Chair, Hook Norton Community Land Trust

Charlie Luxton



Secretary, Hook Norton Community Land Trust

This Policy shall be reviewed on an annual basis and amended as necessary