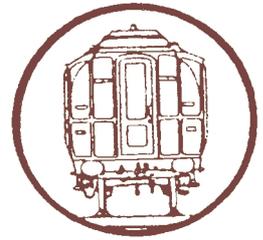


WEST SOMERSET STEAM RAILWAY TRUST LIMITED

Registered Charity No. 265564

President: Lady Elizabeth Gass



Registered Office: The Railway Station, Bishops Lydeard Taunton,
Somerset. TA4 3BX
Registered in England No. 1079916

COMPLAINTS PROCEDURE

1. The following procedure will be adopted for dealing with complaints about the Trust's administration or its procedures. Complaints about a policy decision made by the Trust will be referred back to the Trust, or relevant Committee, as appropriate, for consideration.
2. This procedure does not cover complaints about the conduct of a Member of the West Somerset Steam Railway Trust.
3. If a complaint about procedures, administration or the actions of any of the Trust's employees is notified orally to the Trust's Chairman, or to the Secretary to the Trust, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing (letter/e-mail/standard form) to the Secretary to the Trust at the Trust's Registered Office. The complaint will be dealt with within 28 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
5. If the complainant prefers not to put the complaint to the Secretary to the Trust (because the matter relates to the Secretary, for example,) he or she should be advised to write to the Chairman.
6.
 - a) On receipt of a written complaint, the Secretary to the Trust (except where the complainant is about his or her own actions) or the Chairman of Trust (if the complaint relates to the Secretary), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.
 - (b) Where the Secretary to the Trust or a Director receives a written complaint about the Secretary's actions, he or she shall refer the complaint to the Chairman of Trust. The Secretary to the Trust will be formally advised of the matter and given an opportunity to comment.
7. The Secretary to the Trust (or Chairman) will report any complaint disposed of by direct action with the complainant to the next meeting of the Trust.
8. The Secretary to the Trust (or Chairman) will report any complaint that has not been resolved to the next meeting of the Trust's Directors. The Secretary will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Board orally.
9. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the West Somerset Railway PLC grievance and disciplinary procedures.

10. The Trust may consider in the circumstances of any particular complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Trust's maladministration. Any payment may only be authorised by the Trust's Directors after obtaining legal advice and advice from the Trust's auditor on the propriety of such a payment.
11. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
12. The Trust may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

THIS DOCUMENT IS NOT CONTROLLED ONCE PRINTED

Responsible Trustee: David Baker

Date approved by the Board: 22/04/2017

Review Date: April 2020