Chatham Maritime Trust

Complaints Procedure

Chatham Maritime Trust
Telephone 01634 891888 | Email: info@cmtrust.co.uk | Website www.cmtrust.co.uk
Charity Registration No. 1055710

Chatham Maritime Trust is a charity responsible for the long-term management and maintenance of the 350 acre Chatham Maritime Estate.

The Trust's charitable objects specify the management of the Estate, its infrastructure, and its environment, and the support of the community on the Estate and the wider Medway Towns.

It follows from this that the Trust and its staff will always seek to do the best they can to provide a high quality service in terms of estate management and in dealing with members of the community, be they individuals or corporate bodies.

There may be occasions when we do not achieve this standard. When this happens, we would like to know in order to try to rectify the situation, and in order to help us improve for the future.

This document explains our Complaints Procedure.

Complaints Procedure

Most concerns can be most readily dealt with at the initial point of contact. We would ask that you initially make your complaint to the person who has been dealing with your case.

If you are not satisfied by the response you receive, please escalate your complaint by writing to the Chief Executive of the Trust at Maritime Wharf, St. Mary's Island, Chatham Maritime, Kent ME4 3ES (marked private and confidential if you wish), or by e-mail to info@cmtrust.co.uk.

If a complaint is escalated then we will seek to:

• Send a written acknowledgement of the complaint within five working days of receipt

• Seek to resolve the complaint, or give a full written explanation, within a further ten working days

• If we need further time to resolve or investigate your complaint, we will send a fortnightly update until such time as the complaint is resolved or a full explanation given

• If it appears helpful, you may be invited to meet with us at our offices to explore the complaint

If you are unhappy with the resolution of or explanation to your complaint in accordance with this process, you may take the matter up with the Chairman of the Trust by writing to him at Maritime Wharf, St. Mary's Island, Chatham Maritime, Kent ME4 3ES (marked private and confidential if you wish). The Chairman or a Trustee will then look into your complaint and will respond to you as swiftly as possible.

Inclusions & Exceptions

What the Procedure Covers.

The Complaints Procedure is intended to deal with circumstances where:

a) The outcome is not satisfactory to the complainant, or

b) The complainant feels that the speed, adequacy, or manner of the way in which s/he has been dealt with is unsatisfactory.

The exception to this is for concerns about approvals under restrictive covenant controls on St Mary's Island, where a separate procedure is in place – details available on request.

Contractors

The Trust is not the direct employer of site staff such as land management, landscape and maintenance contractors, but will seek to resolve any complaints arising from the actions of its contractors.

Concerns about contractors should in the first instance be addressed to the Trust's Contracts, Procurement & Facilities Manager, Dean Marsh, or at deanmarsh@cmtrust.co.uk.

Please be aware that not all contractors on the Estate are responsible to Chatham Maritime Trust. Homes England, Countryside Maritime Ltd, Medway Council, utility companies, and individual estate occupiers may all have reason to have contractors on site.

Timetables

The Trust has a small team and holiday or other absence may interfere with the intended response times, particularly if the complaint letter is marked private and confidential and the intended recipient is away.

Trustees are unpaid volunteers and not employees, so do not attend the office on a frequent basis. There may be some delay in a response to a complaint directed to the Chairman.

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