

# Bunbury Watermill Trust

Registered Charity No. 1137485

## Complaints Policy

If you have reason to complain about any aspect of Bunbury Mill then in the first instance you should speak to any of the Mill's trustees. They will endeavour to resolve your issue immediately.

If it is not possible to speak directly to a trustee, you prefer not to do so or the matter cannot be immediately resolved then you should send your complaint in writing to the trustees' secretary by email at:

[info@bunburymill.com](mailto:info@bunburymill.com)

On receipt of your complaint it will be considered by the trustees and you will receive an initial response within 21 days. If this reply does not resolve the matter to your satisfaction then a second response will be sent within a further 28 days.

If the trustees are unable to provide you with a satisfactory resolution then you may wish to consider raising your complaint with one of the following if appropriate.

Fundraising regulator	<a href="https://www.fundraisingregulator.org.uk/complaints">https://www.fundraisingregulator.org.uk/complaints</a>
Advertising Standards Authority	<a href="https://www.asa.org.uk/make-a-complaint.html">https://www.asa.org.uk/make-a-complaint.html</a>
Charity Commission	<a href="https://forms.charitycommission.gov.uk/raising-concerns/">https://forms.charitycommission.gov.uk/raising-concerns/</a>
Bunbury Parish Council	<a href="mailto:bunburyclerk@aol.com">bunburyclerk@aol.com</a>
Cheshire East Council	<a href="https://www.cheshireeast.gov.uk/council-and-democracy/customer-services/contact_us.aspx">https://www.cheshireeast.gov.uk/council-and-democracy/customer-services/contact_us.aspx</a>