

# Compliments and Complaints Policy

## Introduction

J T Blair's Charity aims to provide high quality services which meet our charitable objective and the needs of our beneficiaries. We believe we achieve this most of the time: if we are not getting it right please let us know. Equally if there is something where you believe we have exceeded your expectations we would be delighted to hear from you.

## Complaints

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are unhappy about any aspect of the J T Blair Charity's service, please speak to the Secretary and Administrator in the first instance.

Often we will be able to give you a response straight away. However, when the matter is more complicated we will ask you to provide your complaint in writing. This should be sent to:

Emma Willder, FCMA, CIS(Affiliated)  
Secretary and Administrator  
J T Blair's Charity  
G104 Bolton Arena  
Arena Approach  
Horwich  
Bolton  
BL6 6LB

Or via email: [jtblairs@gmail.com](mailto:jtblairs@gmail.com)

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If you are not satisfied with our response, please write to the Chair of Trustees at the address above.

All written complaints will be logged. You will receive a written acknowledgement within five working days.

## Compliments

If you believe we have exceeded your expectation then please tell us by emailing [jtblairs@gmail.com](mailto:jtblairs@gmail.com)