



---

# CSLT Feedback and Complaints Policy

Updated: 13/09/2023

## Our Commitment to You

Cambridge Sport Lakes Trust is committed to ensuring that all our communications, interactions and services to our members, partners, supporters, the general public and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. The Trust welcomes both positive and negative feedback.

Therefore we aim to ensure that:

- it is as easy as possible to provide feedback or make a complaint, when the need arises;
- we treat a complaint as any clear expression of dissatisfaction with our services to our members and our partners and which calls for a response;
- we treat every complaint seriously, whether made by telephone, letter, email or in person;
- we deal with any complaint as quickly as possible, politely and respectfully;
- we respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
- we learn from complaints, use them to improve what we do and monitor them at Board level.
- we are aware of what we are doing well, which is always reassuring to know

## What to do if you have a Complaint?

If you do have a complaint about any aspect of our services, you can contact Cambridge Sport Lakes Trust by email, in writing or by telephone. In the first instance, your complaint will be dealt with by the appropriate Manager. Please let us know how you would like us to respond, with relevant contact details.

Contact details are:

Email : [mcp@cambridgesportlakes.org.uk](mailto:mcp@cambridgesportlakes.org.uk)

Phone : 01223 420060

Address: Feedback and Complaints  
Cambridge Sport Lakes Trust  
Milton Country Park  
Milton  
Cambridge  
CB24 6AZ

Our office is open at core times 9.30-2.30 7 days a week.

---



---

## What Happens Next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it with 21 days. If this is not possible, we will explain why and provide a new deadline.

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the Board of Trustees on a regular basis.

## What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to Cambridge Sport Lakes Trust Executive Director. If you are still not satisfied with the outcome, you are invited to contact the Chair of the Board, who will ensure that your appeal is considered at Board level. The Chair will respond within two weeks of this consideration by Board members.

If you are still not satisfied with the response to your complaints from the Chair of the Board of Cambridge Sport Lakes Trust, you should then make use of the information at :  
<https://www.gov.uk/complain-about-charity>

## Acting on Results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

### **We Value Your Voice**

We hope you agree that most of the time we do provide a good service to our members and partners. We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

This process for lodging complaints does not apply to the CSLT's staff who have a separate policy for lodging any complaints.

## Review

This policy will be reviewed by the Board every 12 months, or when deemed appropriate.

---