



Pembrokeshire National Trust Association (PNTA) Complaints Policy

Date of Policy: July 2025

Date for Review: September 2026

**Pembrokeshire National Trust Association In support of the National Trust for
Wales**

The Association's objectives are to promote and prosper actively the work of the National Trust (registered charity number 205846) and in particular in Pembrokeshire and to promote social activities to make membership of the National Trust more enjoyable.

Pembrokeshire National Trust Association (PNTA)

Complaints Policy

Code of Conduct

"Our mission is to foster an inclusive environment where every individual is valued and respected, regardless of their background. We are committed to promoting equality and ensuring that discrimination has no place in our organisation. We strive to provide equal opportunities for all without discrimination regardless of: age, disability, sex, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, and gender reassignment. We aim to nurture a culture where diversity is celebrated and everyone can thrive."

1 Purpose

This policy aims to ensure that concerns are addressed promptly, respectfully, and constructively. We welcome feedback and commit to fostering an inclusive, safe, and respectful environment for all participants.

2 Scope

This policy applies to all activities, events, and communications organised by our group. It covers behaviour, accessibility, safety, and general conduct.

3. How to Raise a Complaint

Complaints may be made verbally or in writing to the designated organiser or coordinator. Please include:

- A clear description of the issue
- Relevant dates or incidents
- Any suggested resolution

We encourage individuals to raise issues informally first if they feel comfortable, as this often leads to quicker and more amicable resolutions.

4. Response Process

- Acknowledgement within 5 working days
- Investigation conducted fairly and confidentially
- Resolution aimed within 28 working days, or with clear updates if delayed
- If unresolved, it may be referred to a senior organiser or advisory panel

5. Respect and Confidentiality

All complaints are treated seriously and confidentially. Retaliation against anyone raising a concern is not tolerated.

6. Review and Improvements

We regularly review complaints and outcomes to improve future activities and promote a respectful culture.

Review

This policy will be reviewed annually.

Sign-off of Policy

Name:

Position:

Signature:

Date: 17th July 2025

Name:

Position:

Signature:

Date:

Review date: September 2026