

## 1. Communications

- 1.1 Action 21 activities that may be of interest to, or could attract the attention of, the media should be brought to the attention of the General Manager or the Chair of the Board of Trustees.
- 1.2 Answering the telephone should be: “Good morning/afternoon, Action 21 (Re-Useful Centre/Emporium) can I help you?”
- 1.3 Email messages must be courteously and professionally worded and incoming emails should be responded to within three working days.
- 1.4 Social media posts and comments, and website content should be consistent with the charity’s core values, relate to our charitable aims and must not contain unrelated third party advertising.
- 1.5 No employee, Trustee or Volunteer may engage in any activity or disclose information that could bring Action 21 into disrepute. Contact with, or response to, the media must be agreed with the General Manager.

## 2. Complaints

- 2.1 Complaints may come from customers, donors, members of the public or other organisations and can be an opportunity to learn and improve for the future, as well as an opportunity to rectify the issue for the complainant if appropriate.
- 2.2 Written complaints may be sent to: Action 21 General Manager, Unit 3 Milverton House, Court Street, Leamington Spa CV31 2BB or E-mail to: [manager@action21.co.uk](mailto:manager@action21.co.uk)
- 2.3 Verbal complaints may be made by phone to 01926 339077 or in person to any representative of Action 21.
- 2.4 There is no need to make a record of simple complaints received face to face or by telephone if they are dealt with in a satisfactory manner and at the time.
- 2.5 In all other cases the facts of the complaint should be written down together with the name, address and telephone number of the complainant.
- 2.6 Action 21 General Manager will investigate and respond to all recorded complaints either by telephone or in writing.

January 2023