



The Sir Peter Rigby
Charitable Trust

CHARITY NO. 1209638

Complaints Policy

Created by	Date	Approved By	Date
SB	June 2025	Trustees	October 2025

1. Purpose

- 1.1. The trustees of The Sir Peter Rigby Charitable Trust ("the Trust") are committed to ensuring that all individuals and organisations who come into contact with the Trust are treated fairly and respectfully.
- 1.2. However, the trustees understand that there may be occasions where disputes arise and in such cases wish to ensure that a resolution is found quickly and amicably.

2. Complaints Procedure

- 2.1. In the first instance, complaints should be raised informally with the Trust's staff team by emailing info@sirpeterrigbyct.org.uk
- 2.2. If it is not possible to resolve a complaint informally, or the complainant believes that an informal process is not appropriate, the next stage is a formal complaint which will be referred to the Chair of Trustees for review. Formal complaints must be made in writing to the Chair of Trustees at the address below and be clearly marked as a formal complaint:
Chair of Trustees
The Sir Peter Rigby Charitable Trust
Bridgeway House, Bridgeway
Stratford upon Avon, Warwickshire CV37 6YX
- 2.3. Formal complaints will be reviewed in confidence and a response will be sent to the complainant within 30 working days.
- 2.4. The Trust will not consider complaints concerning:
 - 2.4.1. The Trust's grant-making policy, funding priorities or eligibility criteria.
 - 2.4.2. The trustees' decision whether or not to offer a grant or the amount of funding awarded
- 2.5. If the complaint is about a funded organisation or partner, the complainant is encouraged to make their complaint directly to the organisation concerned.

3. Review

- 3.1. This policy will be reviewed every three years.