

The Tobacco Pipe Makers & Tobacco Trade Benevolent Fund



Complaints Policy

The Tobacco Pipe Makers and Tobacco Trade Benevolent Fund (TPMTTBF) aims to provide appropriate communication and assistance to applicants and beneficiaries to avoid any reason for a complaint to be made. This policy provides guidelines for resolution and the treatment of complaints made by applicants and beneficiaries in the event that they are unhappy with their treatment.

How to make a complaint

Complaints should be made in writing to:

- For complaints related to the activities or operations of the Tobacco Trade Charity (Welfare Fund): The Trustees, c/of Forum Court Associates, TPMTTBF, Office 2FF, Saphir House, 5 Jubilee Way, Faversham, Kent, ME13 8GD.
- For complaints related to other activities of the Charity (or in the event that Forum Court Associates is the subject of a complaint): The Secretary, TPMTTBF, 14 Montpelier Road, Sutton, Surrey, SM1 4QE.
- For complaints related to Trustees of the Benevolent Fund: The Secretary, TPMTTBF, 14 Montpelier Road, Sutton, Surrey, SM1 4QE.
- For complaints related to staff of the Benevolent Fund: The Chair, TPMTTBF, 24 Rheidol Terrace, London N1 8NS

Purpose and objectives

This policy is intended to ensure that TPMTTBF handle complaints fairly, efficiently and effectively.

The Trustees aim to:

- respond to questions and complaints in a timely manner;
- make sure that complaints are wherever possible resolved;
- gather feedback which helps improve the support or assistance provided.

Process

All complaints will be investigated by two Trustees, who will produce clear reasons and evidence for the decision they reach. We aim to resolve a complaint within 28 days of receiving it; in the event that it takes longer we will send an interim update and an indication of when we expect to resolve the matter.

Confidentiality

All information will be handled sensitively and following relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation is with the Board of Trustees of the Charity.

February 2024