

Scottish Working People's History Trust

Comments and complaints procedure

The Scottish Working People's Trust aims to work to high standards at all times.

Whether you think we're doing well or feel we need to do better, we value your opinion and want to hear from you.

If you are unhappy with the Trust please let us know.

What to do if you wish to make a complaint?

First of all speak to the member of the Trust who you have been dealing with. They will discuss your complaint with you and take any action required. We would hope that any problems or concerns can be dealt with satisfactorily in this way. All comments and complaints will be recorded.

If you have made a complaint and are unhappy with the response you received, or feel unable to approach the person you've been dealing with directly, or are unsure who to contact then please write to:

Secretary
Scottish Working People's History Trust
c/o 51 Drylaw Crescent
Edinburgh
EH4 2AS

The Secretary will deal with your complaint as quickly as possible and will keep you informed of progress.

The Secretary will also write to you with a decision on your complaint and advise you of any action that is being taken by the Trust.

Approved by the SWPHT, 10th January 2023