



FRIENDS OF
ROMAN
ALDBOROUGH

COMPLAINTS POLICY

- The Friends of Roman Aldborough (FORA) is committed to maintaining the highest standards of integrity, transparency, and respect in all our activities.
- We recognise that, despite our best efforts, there may be occasions when individuals or organisations feel dissatisfied with some aspect of our work or conduct.
 - We take all complaints seriously and view them as an opportunity to learn and improve.
 - Anyone—whether a member, volunteer, partner, or member of the public—may raise a concern or complaint about our actions, decisions, or the behaviour of those representing the charity.
- Complaints should be made in writing to FORA’s **Complaint Trustee c/o Thornycroft Farm, Minskip Road, Aldborough, York, YO51 9HG** at the address below who will acknowledge receipt and investigate the matter fairly, promptly, and confidentially. Every effort will be made to resolve complaints informally where possible, but if a formal investigation is required, a written response will be provided within a reasonable timeframe, outlining any findings and actions taken.
- If the complainant is dissatisfied with the outcome, they may request that the matter be reviewed by the Chairman of FORA’s trustees.
- The Friends of Roman Aldborough is committed to ensuring that no one is treated unfairly for raising a complaint and that lessons learned are used to strengthen our governance and community relationships.

October 2025