

Response policy



This document outlines War Memorials Trust response policy. It has been prepared by Trust staff and approved by the Board of Trustees.

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1. Introduction

The response policy is designed to guide the charity's staff in dealing with enquires received from the general public. This work is the charity's core activity and it is important that all staff are aware of appropriate response times and how to deal with enquiries.

2. Response times

War Memorials Trust has identified the following as suitable response times for dealing with enquiries:

- Letters will receive a response within 10 working days
- Emails/Faxes will receive a response with 5 working days (emails will receive a holding response)
- Telephone messages will receive a response within 3 working days (this means staff will return a call and leave a message if possible)

These response times may be lengthened at particularly busy times. The chosen times are however generous and most correspondence is dealt with within these timeframes.

3. Issues

On occasion War Memorials Trust staff receive correspondence that includes comments of an offensive, discriminatory or derogatory nature.

War Memorials Trust staff are not to respond to such comments. The charity is an equal opportunities organisation and does not accept discrimination in any form. If staff feel happy to deal with the enquiry without reference to the comments they can do so. However, should the member of staff feel the comments received are such that it is not possible for them to deal with the enquiry they should refer the correspondence in the first instance to the Director. The issue will be investigated and if deemed appropriate referred to the Chair of Trustees for appropriate action.

If necessary correspondents will be asked to refrain from including comments that make it impossible for War Memorials Trust staff to deal with their enquiries.

4. Complaints

If a member of staff receives a complaint about themselves, another member of staff or their response to an enquiry this is to be followed up through the complaints policy.

5. Policy review

The response policy is reviewed annually by the Director. The Board of Trustees will be advised if any changes are required. The policy may also be reviewed as required.