



research in practice

supporting evidence-informed practice
with children and families

www.rip.org.uk

complaints procedure

As a registered charity, The Dartington Hall Trust exists for the benefit of those people who choose to take part in the activities it runs. The Dartington Hall Trust aims to provide high quality events, courses and participatory activities. **research in practice** is a department of the Trust.

If you are not satisfied with the level of service and care you have received whilst attending an event, course, activity or about the work of **research in practice** more generally please contact us.

You can write to us or email us:

Jane Lewis
Director
research in practice
Blacklers
Park Road
Dartington
Totnes
Devon
TQ9 6EQ
directorspa@rip.org.uk

Once we receive your complaint

it will be handled in the following way:

1. we will send you a response within three working days. This will acknowledge your complaint and ask for any further details necessary. We will also let you know the name of the person who will deal with your complaint
2. once we have received in writing from you any additional information we requested, we will start to investigate your complaint
3. we will then write a response to you within 15 working days. It will outline the response received above, and any action **research in practice** intends to take as a result of your complaint
4. if, after this, you have continuing concerns, you may appeal by writing or emailing within 28 days of receiving the response from research in practice above. Send your letter or email to:

Company Secretary
The Dartington Hall Trust
The Elmhirst Centre
Dartington Hall
Totnes
Devon
TQ9 6EL
trust@dartingtonhall.org.uk