

Complaints

Barrow Cadbury Trust strives at all times to be accessible, responsive and professional. If you have a complaint about the Trust or its work, in the first instance please contact the member of staff concerned who will usually be able to resolve it or will refer you on to someone who can. If your complaint is not resolved through that route, please email the Chief Executive via HR@barrowcadbury.org.uk. She will acknowledge your concern within five working days and aim to resolve it as quickly as possible, within three weeks at the latest. If you remain unhappy you should write to the Chair of the Trust, at the same address, who will respond within a month.

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