



Comments, Complaints & Compliments Policy

We always endeavour to make our facilities available to the community to the best standards reasonably achievable, to accommodate the reasonable needs of hirers and users and to treat everyone fairly and with respect. We welcome all feedback on our performance as it enables us to maintain and improve the service we provide to the community.

Comments, complaints and compliments may be made verbally or in writing (including by email) to any trustee but we can only respond formally to those in writing. There is a feedback form at the end of this policy.

All feedback received will be recorded by the Secretary to ensure that it is dealt with in a timely and appropriate manner.

COMMENTS

We will aim to respond to comments within 10 working days.

COMPLAINTS

Where appropriate the Association's Grievance Procedure should be used.

A complaint should be forwarded to the Secretary (or the Chair if the complaint is about the Secretary), who will record it and commence the following procedure:

- The Secretary will acknowledge receipt of the complaint in writing within two working days and advise the complainant of the date by which they will be sent a written response. The timescale for responding to the complainant will depend on the nature of the complaint and scale of the resultant investigation into the circumstances which led to the complaint being made.
- The Secretary will keep the complainant informed of progress if a response to the complaint cannot be made within the timescales which were originally set.
- The Chair will arrange for an investigation into the circumstances which led to the complaint being made.

Once the investigation is complete the Secretary will write to the complainant. This response will, when appropriate, offer an apology and / or offer a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and whom they should contact to escalate the complaint to the next stage in the procedure.

COMPLIMENTS

We will aim to respond to compliments within 10 working days.

MONITORING

A report on Comments, Complaints or Compliments received will be presented to all trustee meetings, with requests for confidentiality properly observed.

This policy was adopted by the trustees on 30th September 2015



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Feedback Form

Feedback type: Comment/Complaint/Compliment (*delete as appropriate*)

Your details: Name.....

Address.....

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Telephone.....

Email.....

Your comment, complaint or compliment:

Thank you for taking the time to complete this form