

# **FRAMPTON ON SEVERN COMMUNITY ASSOCIATION - COMPLAINTS POLICY**

## **Introduction**

This document aims to help you understand the complaints procedure managed by the Executive Committee.

## **What can you complain about?**

If you think we have failed to provide a satisfactory standard of service, please let us know.

Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

## **Who will deal with your complaint?**

All complaints should be sent to the Chairman of the Trustees who will address the issue and respond in writing. If you are not happy with the response, then you will be invited to address your complaint to the Executive Committee, who will listen to your concerns, consider the issues and whether the chairman's actions were appropriate. The committee will then decide on any further actions.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

## **If you are still not satisfied?**

In the unlikely event you are not satisfied with the deliberations of the Executive Committee you may appeal by writing to the Secretary requesting that your complaint be reviewed by the General Committee. The secretary will then forward details of your complaint to each member of the General Committee and arrange a meeting for you to attend.

## **When will you hear from us?**

We will let you know that we have received your complaint within ten working days. We will write to you or where possible, reply to you in the medium you have requested.

In most cases you will receive a full written response to your complaint within one month. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we will keep you informed as above.

Any safety concerns that would endanger a Frampton on Severn Community Association facility user would be dealt with immediately notice is received.

Last updated June 2015

**FRAMPTON ON SEVERN COMMUNITY ASSOCIATION - COMPLAINTS FORM**

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

1. Name and Organisation (if applicable):

2. Address (including post code):

3. Telephone/ E-mail:

4. Tell us about your complaint in your own words:

a) Clearly outline why are you not satisfied?

b) Clearly outline what you want us to do to put things right?

c) Have you tried to resolve your complaint before?

d) If “yes”, when?

e) If “yes”, how?

5. Any other comments?

Signed.....

Print name .....

Position in Organisation (If applicable).....

Date.....