

## **02 –Complaints Procedure**

1. **We take your concerns seriously** and will make every effort to resolve the matter as quickly as possible.

### **2. How to make a complaint:**

- a. By email: tandeca@hotmail.co.uk
- b. In person at the community centre
- c. By letter to the Totton and Eling Community Centre
  - i. Civic Centre Buildings, Library Road, Totton, SO40 3AP
- d. By phone: 023 80863769

3. **All complaints will be logged** in the complaints log which will be secured and viewed only by authorised personnel.

### **4. When making a complaint**

- a. Please state your complaint clearly.
- b. Ensure that you provide accurate contact details.
- c. Please include as much detail as will be required to resolve your complaint.

### **5. How we will respond to a complaint** and how long it will take?

- a. All complaints will be dealt with without prejudice to the complainant.
- b. When the Community Centre Employee or Committee member receives a complaint, he or she will try to sort it out immediately.
- c. If it is not possible to resolve it to your satisfaction,
  - i. we will acknowledge your complaint in writing within one week.
  - ii. You will be advised of an expected completion date that will be within a month of raising the complaint.
  - iii. Dependant on the nature of the complaint, it may take two or more months to fully respond to a complaint.
- d. If we cannot resolve the complaint by the estimated completion date, we will keep you informed until we have resolved the complaint.

### **6. Referring the Complaint to the Trustees**

If you are not satisfied with the outcome of your complaint you may refer your complaint to the Community Association Trustees in writing, addressed to “The Trustees” at the address above. The trustees will respond to you in writing within seven days and will keep you informed of the progress in resolving your complaint.