

HAVENSTREET COMMUNITY ASSOCIATION

COMPLAINTS POLICY

This document aims to help you understand the complaints procedure managed by:
Havenstreet Community Association (HCA)

- What can you complain about?

If you think the HCA has 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 Secretary (secretary@havenstreetcommunity.co.uk) 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 whole General Committee, who will listen to your concerns, consider the issues and whether the actions were appropriate. The General Committee will then decide on any further actions required.

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

- When will you hear from us?

We will let you know in writing that we have received your complaint within fourteen working days. We will telephone you in the first instance, if possible.

In most cases you will receive a full written response to your complaint within twenty working days. 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 aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a Community Centre user would be dealt with immediately notice is received.

REVIEWS

This was approved by the General Committee on 28/01/2021 and will be reviewed every 3 years

If there is any significant change in legislation or recommendation from an appropriate Association/Representative Body/ or through local circumstances the policy and procedures will be reviewed as soon as is reasonable possible and in any event before the next HCA General Committee Meeting.