



Complaints Policy

Purpose

This document aims to help you understand the complaints procedure managed by GCG Board.

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, the handling of personal data, or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

Any complaint should be brought to the attention of [] who will address the issue and respond in writing. If you are not happy with the response, you will be invited to address your complaint to the chair of the Board, who will listen to your concerns, consider the issues and whether the initial response was appropriate. The Board will then decide on any further actions. 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 that we have received your complaint within ten working days. We will write to you or telephone you. 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.

Complaints Form

Using this form to make your complaint will ensure you provide all the information we will need to investigate and respond to your complaint in full. If you prefer you can write a letter or telephone []



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Name and Organisation (if applicable):

2. Address (including postcode):
3. Telephone:
4. Email:
5. Tell us about your complaint, clearly outlining:
 - a. Why are you not satisfied?
 - b. What do you want us to do to put things right?
6. Have you tried to resolve your complaint before? (If “yes”, when and how?)
7. Any other comments?

Signed

Print name

Organisation (If applicable)

Date