



## **Customer Complaints Procedure**

Easton Community Centre is at the heart of the community providing a sustainable, secure, culturally diverse and accessible space, valued and supported by the people of Easton and the surrounding area.

Our aim is to promote, enable and facilitate inclusive activities, which embrace and address the education, training, employment, welfare, health, social, cultural, and recreational needs of the local community.

We strive to provide the best service for customers and users of the Centre.

### **Introduction**

This Procedure is for customers and users of the Centre to ensure that any complaint made by an individual or group is dealt with as quickly and efficiently as possible.

### **Scope of the policy**

All users of the Easton Community Centre, it's members and volunteers. This excludes members of staff for whom there is a separate procedure.

If your complaint is considered frivolous, vexatious or maliciously motivated then it is likely to be rejected.

### **How will we handle complaints?**

#### **Stage 1**

In the first instance a complaint should be made to the Centre Manager using the attached form (**Complaint Stage 1**) setting out in full the basis of the complaint. It is helpful to give as much information as possible as this assists in any investigation.

#### **Stage 2**

If a verbal response does not resolve the matter the complainant should put the matter in writing to the Chief Executive within 7 working days, stating why they think that matter has not been resolved. Any correspondence sent to the Chief Executive should be marked "Private and Confidential".

This should be acknowledged, recorded and investigated and a written response made within 10 working days.



### **Stage 3**

If the complainant still feels the matter has not been resolved they should inform the Chief Executive who will call a meeting with the Chair of the Board or a delegated Board member. This should take place within 12 working days of the request for a meeting and the complainant is entitled to be accompanied to the meeting if they choose. The outcome of that meeting will be given to the complainant in writing within 7 working days.

It is Easton Community Centre's responsibility to ensure that where necessary, the outcome of any complaint is acted upon.



**CUSTOMER COMPLAINT FROM**  
**(STAGE 1)**

**Name:**

**Address:**

**Telephone:**

**Email:**

**Nature of complaint** – please summarise the event or action that has led you to make a complaint (please continue on a separate sheet if necessary).

**Action taken** – when did you report the complaint and who did you report it to?



**Signature:**

**Date:**

**Date received by ECC:**

**Please note our aim is to respond to written complaints within 7 working days.**

**CCF/2015**