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Group address

Complaints Policy

Date of approval & adoption	Approval by & at	Review Required

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ADD YOUR GROUP NAME HERE

Purpose

The purpose of this policy is to ensure our standards remain high and establish a procedure through which you can let us know if for any reason you are not satisfied in your dealings with us.

This policy lays out the commitments made by volunteers of **PUT YOUR GROUP NAME HERE** with regard to complaints and establishes a procedure about how complaints will be dealt with.

Statement of Intent

- **PUT YOUR GROUP NAME HERE** recognises that a complaint is an expression of dissatisfaction that a customer, partner, member, trustee, member of staff or volunteer wishes to have addressed and an opportunity for us to improve our service.
- **PUT YOUR GROUP NAME HERE** will address complaints positively, quickly, and courteously and treat all complaints equally and seriously.
- **PUT YOUR GROUP NAME HERE** will record all complaints and keep the complainant informed of progress and record any action taken to address them.

COMPLAINTS PROCEDURE

1. Where possible, in the first instance, complaints should be directed to the person providing the service. This can be done by phone, letter or in person so that the matter can be dealt with immediately.
2. If you remain dissatisfied with the outcome you should put your complaint in writing to our Secretary, **PUT YOUR SECRETARY'S NAME AND EMAIL ADDRESS HERE**, who will acknowledge your complaint in writing. Where possible, your complaint will be investigated and responded to within 10 days.
3. If you remain dissatisfied with the outcome of your complaint, you should ask for it to be reviewed by the Committee. Unless your complaint is found to be unlawful, the Committee's decision will be binding.

