



CLAYGATE COMMUNITY ALLIANCE

COMPLAINTS POLICY & PROCEDURE

The Claygate Community Alliance (CCA) is committed to providing a high-quality service to all users of the Claygate Community Centre.

The CCA aims to handle complaints quickly, effectively and in a fair and honest way.

All complaints are taken seriously and information supplied in any investigations may be used to help improve the service.

All complaints will be treated in the strictest confidence.

An acknowledgement of the receipt of a complaint will be sent within 3 working days.

A Trustee will be appointed to deal with the complaint and will investigate and report to the Board of Trustees.

The aim is to issue a full response to a complaint within 15 working days. If, for whatever reason, this is not possible, then the complainant will be advised accordingly.

If any defect in the building or its equipment is discovered this should be recorded in the Buildings Defect Log Book kept on the Reception desk. You may also email any defects found to info@claygatecommunityalliance.org

If you do need to raise an issue, please do so with the Duty Manager in the first instance or email to info@claygatecommunityalliance.org.

If you are not satisfied with the response and believe that the issue has not been resolved, please express your complaint in writing to the Chair of the Claygate Community Alliance (CCA) at Claygate Community Centre, Elm Road, Claygate KT10 0EH

Monitoring & Review

This policy will be reviewed at least every 2 years or when new legislation or events require it to be updated.