



Complaints Procedure for Bolney Meadow Community Centre

Bolney Meadow Community Centre aims to provide a high quality of service to meet your needs. We believe, and aim, to achieve this most of the time. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the Centre.

Who to speak to if you are not happy with our service:

- if your complaint is about an actual session within the Centre, start by speaking with the instructor / trainer leading your session. If your concern or complaint is not dealt with satisfactorily, then let the Management Committee know.
- if you are unhappy about any service, please speak to the relevant volunteer or a member of the management committee (as appropriate)
- if you are unhappy with an individual sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to a member of the management committee.

Often the person concerned will be able to give you a response straight away. If the matter is more complicated, you can expect at least an initial response within ten working days.

Making a written complaint

If you are not satisfied with the response or wish to raise the matter more formally, please write to the Management Committee.

All written complaints will be logged. You will receive a written acknowledgement within ten working days.

The aim is to investigate your complaint properly and give you a reply within twenty-eight working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair of the Management Committee who will report the matter to the next monthly Management Committee meeting and any further steps to resolve the situation will be taken then.

Finally, please also let us know if you are happy with Bolney Meadow Community Centre's services!

Contact details are:

Mark "Private & Confidential"
The Chair
Bolney Meadow Community Centre
31 Bolney Street
London
SW8 1EZ