

EXAMPLE

COMPLAINTS PROCEDURE FOR SMALL GROUPS

Adopted by XXXXX at the Management Committee meeting

ON.....

SIGNED.....

PRINT NAME.....

POSITION

ISSUE NUMBER.....

REVIEW DATE

(NAME OF THE ORGANISATION) aims to provide its members, organisations and individuals with the best possible service.

However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they might reasonably expect.

Your continued support and goodwill is greatly valued by us, and therefore if you have a complaint to make, we would like you to tell us about it.

You can do this by:

Telephone –

Email –

Writing a Letter –

The complaint should be made in person, by telephone, or in writing by email or letter to (NAME OF PERSON) who will acknowledge your complaint, inform you of who is dealing with it and when you should expect a response within 7 days of receipt. A copy of this letter will be sent to the chair of the management committee.

We aim to deal with all complaints within a further 14 working days. The (NAME OF PERSON) shall undertake to investigate the circumstances leading to the complaint and communicate the outcome of this investigation to you within this time period. A copy of this letter will be sent to the chair of the management committee.

If you are not happy with our response you can take your complaint further. It will then be investigated by a nominated panel from within the management committee and reviewed by the committee as a whole. Together they will carry out a thorough, independent review of your complaint and provide a response within 21 working days from the start of this stage of the process.

Where appropriate, (NAME OF ORGANISATION) will make a written apology as well as taking whatever other action is deemed appropriate.