

Grow Community - Sopwell's Complaints Procedure

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The purpose of Grow Community – Sopwell's Complaint's Procedure

This Complaint's Procedure aims to set out how Grow Community – Sopwell (also referred to as just "The Community Group") addresses and learns from complaints made about us.

The Community Group aims to provide high quality services to volunteers, local residents and partners to meet our Objects.

We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with the Community Group.

Making a complaint in person

If you are unhappy about any of the Community Group's services, please speak to a Committee member, by contacting us at growsopwell@gmail.com . We will arrange a convenient time to meet in person to discuss.

If you are unhappy with an individual in the Community Group, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then contact a Committee member.

Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair. (If your complaint is about the Chair), please write to the Vice-Chair.)

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

The aim is to investigate your complaint properly and give you a reply within ten 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 who will report the matter to the next meeting of the Community members, which will decide on any further steps to resolve the situation.

You can also write to one of your Ward councillors to inform them of your complaint.

Finally, please also let us know if you are happy with the Community Group's services.