



Somerford ARC Community Centre

20 Southey Road, Christchurch, BH23 3EH
01202 470770/ info@somerfordarc.com

Complaints Procedure

General statement

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 could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

This is what you should do:

1. Complaints should be made in writing, marked "Private and Confidential", and sent to the Office Manager or by completing a complaints form **APPENDIX 1**. This will be acknowledged within 7 days of receipt.
2. The office Manager will consult with the Trustee Board and an investigation will be launched.
3. The Office Manager or Chairman of the Trustee Board will communicate the results of the investigation within 21 days.
4. You have the right, if dissatisfied with the results, to put your case personally to the Trustee Board.
5. Where appropriate, Somerford ARC Community Centre will make a written apology to the complainant and agree any further action necessary to make good the cause of the complaint.
6. All formal complaints and communications will be recorded and filed in a secure place.

The Trustee Board shall be informed by the Office Manager at the first available meeting of the number and nature of any formal complaints and their outcome, consideration will be given to the implications these have for the planning and management of future services, as part of Somerford ARC Community Centre self-evaluation.

Somerford ARC's Complaints procedure will be published to organisation and individuals who use its services.

Reviewed September 2020

Signed: 

Print Name: Christine Hopkins

Role: Chairman

Date: 14-07-2020



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APPENDIX 1

Somerford ARC Community Centre Complaints Form

Date	Time

DETAILS OF COMPLAINANT

Name:			
Address:			Postcode

Contact Number:	Landline	Mobile
Email address:		

COMPLAINT

Time and Date of Incident	Time	Date

Details of complaint

DECLARATION OF COMPLAINANT

Signed:

Position:

Date: