

# HOTWELLS AND CLIFTONWOOD COMMUNITY ASSOCIATION

## COMPLAINTS PROCEDURE

### **Making a complaint about HCCA services or staff**

The Hotwells and Cliftonwood Community Association is committed to providing quality services to the people of Hotwells and Cliftonwood. We are always keen to receive feedback on services and activities of the HCCA, and welcome any comments people may have. If for any reason you feel you have not received a good service, and would like to make a complaint, then please let us know.

If you have any comments or want to make a complaint they can be made in the following ways:

By telephone: This leaves a message which is then sent by email and one of our volunteers/trustees will pick it up and respond

By Email

You can send an email to [admin@hotwellscliftonwood.org.uk](mailto:admin@hotwellscliftonwood.org.uk)

By letter

You can write a letter to the HCCA and send it to the address indicated on the website and on local HCCA noticeboards:

### **Complaints procedure**

If a complaint is made it will normally be dealt with by a member of the Management Committee.

The complaint will be acknowledged within ten working days.

If you require a written response we will reply to you within 20 working days.

You will be kept informed about the progress of your complaint.

If the complaint is about a member of staff or volunteer, other than a member of the Management Committee it will be referred to a trustee of the Management Committee for action.

If the complaint is about a member of the Management Committee then this will be referred to the Chair of Trustees for action.

If the complaint is about the Chair of Trustees the complaint must be passed to two other Trustees who will work together to try and resolve the complaint, seeking advice and assistance as required and sanctioned by those Trustees and one other.