



Concerns and Complaints

A 'concern' is an issue considered to be important for which reassurances are sought. A complaint may be generally defined as 'an expression of dissatisfaction.

Most issues can be resolved informally, without the need to invoke formal procedures. Informal concerns are taken seriously, and we will make every effort to resolve the matter as quickly as possible.

A complaint that is made formally needs to follow the Complaint Procedure:

The Procedure is in place to ensure all complaints are:

- Dealt with quickly and satisfactory manor
- Dealt with fair and openly
- Listened to without criticism or bias

The Procedure will:

- Be easy to understand and use
- Address all issues raised
- Give a full and fair investigation
- Be impartial
- Aim to resolve all complaints
- Record all meetings, phone calls and emails
- Investigate all concerned
- Resolve Complaints with an apology or explanation
- Ensure that there will be no recurrence of event or incident
- Trustees will be informed of any complaints

Signed: *S Finnigan*

Date: 19th April 2023

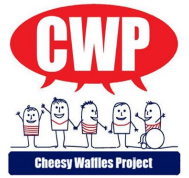
Susan Finnigan (Secretary/Trustee)

Signed: *L Pennington*

Date: 19th April 2023

Linda Pennington (Treasurer/Trustee)

Complaints Form



Name of person making complaint:	
Contact Details:	
Event or Incident:	
How would you like this issue to be resolved?	

