**Complaints Policy and Procedure**

**Introduction**

Clift Meadow Trust Management Committee is committed to maintaining its strong partnership with members of the local community and the users of Clift Meadow. We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims.

If any user of Clift Meadow or member of the local community are unhappy about the standard of service provided, the quality of the facilities within the Hall’s, the safety of users, the handling of a particular situation or issue, or any other matter, Clift Meadow Trust Management Committee would wish to work to rectify this.

Clift Meadow Trust Management Committee is committed to equal opportunities and take complaints about discrimination very seriously.

The adoption of a clear complaints procedure will help Clift Meadow Trust Management Committee to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

**Procedure for Handling Complaints**

Clift Meadow Trust Management Committee believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

Clift Meadow Trust Management Committee aims to acknowledge complaints within five working days, and give a full response to complainants within two weeks. If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody’s satisfaction.

All safety concerns that would endanger a user of Clift Meadow will be dealt with immediately notice is given by the Chairperson or in his / her absence the Secretary.

Clift Meadow Trust Management Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

**Stage One: Informal Complaints**

Informal complaints should be raised with the Chairperson. The relevant contact details can be found on Clift Meadow Trust website [www.cliftmeadowpark.org.uk](http://www.cliftmeadowpark.org.uk) or on the noticeboard inside the Pavilion.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

**Stage Two: Formal Complaints**

Formal complaints should be made in writing and will normally be investigated by the Chairperson in the first instance.

If the complaint directly concerns the Chairperson complainants should contact the Secretary, who will consult with the rest of the committee members.

A written response will be given by the Chairperson to all formal complaints.

**Monitoring, Evaluation and Review**

Clift Meadow Trust Management Committee will review annually the outcome of all complaints at their ordinary meetings to inform their policies and practice to ensure the continued improvement in the services provided.

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