

HONOR OAK COMMUNITY CENTRE ASSOCIATION

COMPLAINTS PROCEDURE

If you want to make a complaint

If you have a complaint, please first contact the centre Manager. They will try and sort out your complaint quickly. After speaking with the Centre Manager, if you are still unhappy, you can use our formal complaints procedure.

Our complaints procedure has three stages. We will contact you within 7 working days of receiving your complaint, and at each further stage, to let you know what will happen next.

Stage 1

Once we have received your complaint, the chair of Premises Management Committee (PMC) will investigate and send you a response within 14 working days. They will let you know what they can do to sort out your complaint.

Stage 2

If you are unhappy with the response that you have received at stage 1, you can ask for your complaint to be reviewed. The Chair of PMC will write to you within 21 working days with their decision.

Stage 3

If you are still unhappy with the response that you received at stage 2, you can ask an independent adjudicator to carry out a review of your complaint. The independent adjudicator will send a response to you within 30 days.

For all stages of the complaints procedure, there may be times when it may take us slightly longer to respond to your complaint. If this is the case, we will write to let you know when you will receive a response.