



# Complaints Policy

January 2022

Last Reviewed: January 2022

## Purpose

Hollywood Shared Town aims to provide its members, activity participants and other interested parties with the best possible experience. However, we recognise that from time to time there may be occasions when participants in our participants feel that the quality or level of the experience provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the persons concerned.

The more formal procedure outlined below is intended for use by members and other participants, where informal communication has not resolved the problem.

## Procedure

### **This is what you should do:**

The complaint should be made either in person, or by telephone, fax, letter or email to the Honorary Secretary (Bill Lockhart) who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Honorary Secretary the complaint should be addressed to the Chair (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

### **This is what Hollywood Shared Town will do:**

The Chair, or another board member delegated by the Chair or if circumstances require it a suitably experienced independent person, will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chair will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members, which will include at least one vice-chair.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chair will keep the Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

**If you have a complaint, contact:**

The Honorary Secretary (Bill Lockhart)

Email: [bill@lockhartpsychology.com](mailto:bill@lockhartpsychology.com) mobile: 07785106890

Please also let us know if you are happy with Holywood Shared Town's performance.

Signed: John Woods

Chair/Trustee Holywood Shared Town

Date: 4 January 2022

Review date: January 2025