

Complaints and Compliments

We record all compliments and share these with trustees.

We welcome any suggestions from users on how we can improve our services, and will give prompt and serious attention to any concerns that users may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively to improve the quality of the hut and playing field.

Complaints procedure

Stage 1

If any user should have cause for concern or any queries regarding the hut, they should in the first instance log it on our website form and two trustees will review and respond within 28 days

Stage 2

If the issue remains unresolved or users feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Chair. The Chair will then investigate the complaint and report back to the user within **10 working days**. The secretary will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

<https://www.gov.uk/government/organisations/charity-commission/about/complaints-procedure>