



Canolfan Eirianfa Centre

COMPLAINTS PROCEDURE

Introduction

The Canolfan Eirianfa Centre aims to provide a high-quality service and to do this we need to know the views of people who use its services. The Centre understands that sometimes things are not quite right and recognises that everyone has a right to express their views or complain about its services. By inviting comments and encouraging feedback the Centre aims to ensure that its services are continually reviewed and meet the needs of users.

Your complaint will be taken seriously, looked at thoroughly and resolved as quickly as possible.

You will be kept informed throughout and, where necessary, action will be taken to put things right.

Our objective is to improve the quality of the services we provide, improve our relationships with the people who use our services, with our volunteers and trustees and encourage best practice by all.

The Centre recognises and values all people involved with its services and our aim is to break down barriers to complaining and make sure that information is available, and everyone has access to this Complaints Procedure.

Procedure

Stage 1

It is hoped that any problems or complaints that a person may have using the services provided by the Centre can be dealt with informally at source.

If an issue cannot be resolved in this way or you are not happy with this approach, you have a right to go directly to Stage 2 or Stage 3

Stage 2

You should initially make your complaint, in writing, to the Manager of the Canolfan Eirianfa Centre outlining the issues relating to your complaint and you should expect to receive an acknowledgement of your complaint within 7 days.

Your complaint will be investigated fully, and you will receive a formal response or progress report within 28 days.

Stage 3

If you are unhappy with the response at Stage 2, you have a right to appeal to the Management Committee and should do so by writing, giving full details of their complaint to the Chairperson of the Association.

The Chairperson will convene a special meeting of the Management Committee where details of the complaint will be discussed confidentially, decide on appropriate action and convey the result to the complainant in writing.

The Management Committee's decision is final.

If you are still dissatisfied with the outcome, you can contact the following;

The Charity Commissioners
2nd Floor
20 Kings Parade
Queens Dock
LIVERPOOL
L3 4DQ
Telephone: 0870 333123

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