

# **CENTREPIECES**

## **COMPLAINTS POLICY**

### **Dealing with Complaints Informally**

If you have a complaint regarding your membership of Centrepieces or related matter, you should wherever possible discuss this informally with the Co-ordinator or the Assistant Co-ordinator of Centrepieces in the first instance.

You will hopefully be able to agree a solution informally between you to your satisfaction.

### **Dealing with Formal Complaints**

If it proves not possible to resolve the matter informally then you can raise the matter more formally by setting out your complaint in writing to the Co-ordinator.

You should be concise, stick to the facts.

Where your complaint involves the Co-ordinator you should request a meeting with a Trustee of Centrepieces to facilitate the matter.

### **Complaint Hearing**

The Co-ordinator or nominated Trustee will respond to you within 14 days to arrange a meeting to discuss your complaint.

You have the right to be accompanied by a friend or representative at this meeting.

After the meeting the Co-ordinator or Trustee will give you their decision in writing without unreasonable delay.

### **Appeal**

If you are not happy with the decision and you wish to appeal, you should let the Co-ordinator or Trustee know and you will be invited to an appeal meeting, normally held within 21 days.

The Appeal meeting will be heard by 2 members of the Board of Trustees, not previously involved with the complaint.

You have the right to be accompanied by a friend or representative at this meeting.

After the Appeal meeting you will be given a decision within 14 days.