Complaints Policy and Procedure

November 2019

2020 Community Sport CIC always aims to provide the best possible service to those who use their services. However, despite these best intentions we recognise that occasionally there may be a situation where we may appear to fail to do so. In these cases we would ask you to contact us as soon as possible so that the matter can be investigated and resolved in the most appropriate manner. In addition Community Sport C.I.C. will look to learn from the events and will identify any good practice that can be adopted to try to ensure that these issues will not reoccur in the future.

Initially if you have concerns please contact the responsibility for complaints (Mrs Jane Mansfield), either by telephone or in writing (either by post or email is acceptable) with details given below. You will need to include the date, time, location and general details of the issue/s. it is our belief that most complaints can be resolved this way.

If, however, the complaint remains unresolved the person complaining should contact the Board of Directors in writing (details below) and the complaint shall be handled as follows:

* The complaint will be acknowledged in writing within ten days of its receipt.
* The Board will investigate the circumstances in relation to the complaint.
* The results of the investigation will be provided in writing to the complainant within a time period of a further twenty one days. If it is not possible to complete the investigation within this time then a holding letter will be sent to the complainant providing a revised deadline.
* Any decision reached by the Board is final
* If the complaint is upheld the Board will issue a written apology and detail the action to be taken.

It is important to note that any complaint will be dealt with in a professional and confidential manner according to the process detailed above. Records with be kept of any complaint that is made and reported to the Board.

We are committed to reviewing our policy and good practice annually

This policy was last reviewed and agreed by all board member on 29/11/2019