**Heart of the Community - Complaints Procedure**

Heart of the Community aims to provide high-quality services which meet your needs. We believe we achieve this most of the time. If we are not getting it right, please let us know.

In order to ensure our services remain at a high or improving standard, we have a procedure through which you can let us know if, for any reason, you are not satisfied with your dealings with the organisation.

**Please tell us if you are not happy with Heart of the Community.**

If you are unhappy about anything, please speak to the relevant volunteer. If you are unhappy with an individual in the organisation, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, speak to one of their colleagues.

We will try to provide you with a response straight away. We will give you at least an initial response when the matter is complicated within five working days.

*Making a written complaint*

If you are not satisfied with our response or wish to raise the matter formally, please write to one of the Trustees.

All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If you are not satisfied after we have responded, please write to the chair, who will report the matter to the next meeting of the trustees, which will decide on any further steps to resolve the situation.

*Finally, please let us know if you are happy with Heart of the Community.*

