NORTH PETHERTON COMMUNITY CENTRE MANAGEMENT COMMITTEE
CHARITY NUMBER: 291048

COMPLAINTS PROCEDURE

North Petherton Community Centre Management Committee is committed to high quality services, and we want those who use the Community Centre to feel welcome and enjoy their experience by ensuring that:

1. Our Committee Members and volunteers are friendly and helpful.
2. Our premises are fit for purpose and of the highest standard.
3. We will treat all users with respect and dignity.

We welcome constructive complaints as they help us to improve the way in which we manage the Community Centre. If you are in any way unhappy about anything you experience while using our facilities, please let us know and we will do all we can to put right what has not been to your satisfaction.

How to contact us:

Via our **'Contact Us'** link on the Community Centre website www.npcommunitycentre.org

By telephone: using the contact telephone numbers on the same page.

Write to us at: The Chairman
North Petherton Community Centre Management Committee
North Petherton Community Centre
Fore Street,
North Petherton
TA6 6QA

Or email: npccsecretary@hotmail.co.uk

We will:

1. Acknowledge receipt of your complaint within 5 working days of receipt.
2. Investigate the issue you have advised us about.
3. Arrange to meet you to discuss the situation and to advise you what actions we can take to correct matters.
4. Take the appropriate action to put the situation right and inform you of our actions.

Should the issue not be resolved to your satisfaction, the committee will take whatever steps it considers necessary to help to bring about a mutually agreed conclusion.

Created 18.3.2023 This Policy to be reviewed annually.