

OUSTON VILLAGERS ASSOCIATION

COMPLAINTS POLICY

1. Ouston Villagers Association is committed to investigating complaints promptly and thoroughly in an efficient and understanding way. All complaints will be taken seriously and dealt with as quickly as possible. A complaint is defined as “a clear expression of dissatisfaction about the standard of service, action or lack of action affecting an individual or group”.
2. Ouston Villagers Association wishes to deal with complaints quickly and informally at the first point of contact. Misunderstandings and mistakes can usually quickly be corrected and the Ouston Villagers Association will endeavour to resolve all such complaints at the first stage. Where the complaint cannot be handled this way, then the procedure set out below should be followed.
 - The complaint should be made in writing via E-mail or letter and sent to the Secretary.
 - An acknowledgement letter will be sent within ten working days if the matter cannot be dealt with immediately.
 - The committee shall nominate a committee member to investigate the matter (the committee member nominated should not be the person subject to the complaint) and a final written response will be provided within twenty working days of receiving the complaint.
 - If the complainant is not satisfied with the final response, a formal meeting will be arranged with the Chairman or Vice Chair (unless they are the subject of the complaint, then another committee member should such correspondence) in his her absence and the Secretary which will be minuted. A letter, along with copies of the minutes will be sent to all parties explaining the outcome of the complaint

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- If after investigation and formal meeting, the complaint cannot be resolved to the satisfaction of the complainant, then a written appeal can be made within ten working days to the full committee
- The full committee will meet to make a decision on whether the complaint is upheld and what further action is appropriate (if any). This decision will be final and communicated to the complainant within ten working days.
- All paperwork relating to the complaint will be held in a confidential file by the Secretary.

Signed:-

Dated:-