

# **NEWENT RECREATION GROUND TRUST**

(Registered Charity No. 301585)

c/o Newent Town Council

Rear annexe, Newent Community Centre, Ross Road, Newent, GL18 1BD

Tel: 01531 820638, Email: townclerk@newenttowncouncil.gov.uk

## **Complaints Policy**

**NEWENT RECREATION GROUND TRUST** aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the Secretary to the Trust.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

### **This is what you should do:**

The complaint should be made either in person, or by telephone, fax, letter or email to the Secretary to the Trust who will acknowledge, in writing within ten working days, the receipt of any complaint.

If the complaint is about the Secretary to the Trust the complaint should be addressed to the Chair (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

### **This is what NEWENT RECREATION GROUND TRUST will do:**

The Chairman or a representative, will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received.

If the complaint is found to be justified, the Chairman will notify the complainant of any necessary further action.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustee Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action and notify the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chairman will keep the Trustee Board informed of the number and nature of complaints, and the outcomes.

If you have a complaint, contact:

Secretary to the Trustees, **NEWENT RECREATION GROUND TRUST**  
c/o Newent Town Council. Rear annexe, Newent Community Centre, Ross  
Road, Newent, GL18 1BD

Tel: 01531 820638, Email: [townclerk@newenttowncouncil.gov.uk](mailto:townclerk@newenttowncouncil.gov.uk)

Implemented Date:

Review Date: