

Newton Abbot CIC: Complaints Procedure

This Policy sets out the approach of Newton Abbot CIC to dealing with complaints from members of the public. T

In the event of a complaint arising from use or hire of the Buckland Centre, or any other activity under the control of the CIC, the individual is asked to put their complaint in writing to the Chair of Newton Abbot CIC. The Chair should receive the complaint within 14 days of the incident occurring.

The Chair will consider the complaint, drawing on other expertise where appropriate. The Chair will respond to the complainant in writing within 10 working days of receiving the complaint.

In the event that the complainant is unhappy with the response received, they shall then have the right to meet with a group of Trustees to discuss their complaint in more detail.

Where an amicable agreement cannot be reached in these circumstances, the complainant shall then have the right to request a further meeting in the presence of independent arbitration.

In the event of accident or incident arising from hire of the centre, details should be written immediately in the Accident Book on the noticeboard in the lobby. Failure to do so may be noted in any subsequent complaint.