



## **South Essex Community Hub**

### **Complaints Policy**

South Essex Community Hub aims to provide high quality services which meet the needs of our service users. The trustees believe that we achieve this standard most of the time. This policy sets out how users can respond if they do not feel that these standards have been met.

If you are not happy with any aspect of the services provided by SECH please initially speak to the relevant staff member or one of the board of trustees – contact details are available via our website .....

If you are unhappy with an individual in the organisation and you do not feel that you can deal with them directly or feel that this approach is inappropriate, then please speak to the staff member/volunteer's manager or the Project Coordinator.

SECH will always seek to respond to all complaints as quickly as possible. However, if the issue is complicated or requires further investigation we will aim to send you an initial response within 5 working days.

#### **Making a Written Complaint**

If you are not satisfied with our response to a verbal complaint or you wish to raise the matter more formally please address your letter to our Chair of Trustees whose contact details are available via our website. If your complaint is about the Chair of Trustees please contact the Project Coordinator.

All written complaints will be logged. You will receive a written acknowledgement within 5 working days.

The aim is to investigate your complaint properly and give you a reply within 10 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 after we have responded you are not satisfied, please write to the Chair of Trustees 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 also let us know if you are happy with South Essex Community Hubs Services**