

CORBRIDGE COMMUNITY PARTNERSHIP COMPLAINTS/SUGGESTIONS PROCEDURE

Corbridge Community Partnership aims to provide a high quality experience which meets your needs. We believe we achieve this most of the time. If we are not getting it right, please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the charity. You can also make comments and suggestions about how we can improve services.

If you are not happy with Corbridge Community Partnership, please tell us.

If you are unhappy about any of our services, please speak to the Chair or any other trustee.

If you are unhappy with an individual in our charity, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the Chair.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to us, by email, at corbridgecommunitypartnership@gmail.com.

If your complaint contains personal or sensitive information, please write to the Chair David Crompton at david.crompton5@btinternet.com

If your complaint involves the Chair, please write to trustee Ian Wylie at ian.wylie@btconnect.com

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

The aim is to investigate your complaint properly and give you a reply within ten 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 email the Charity Chair at the address below, who will report the matter to a nominated group of trustees who have not been involved with your complaint. They will decide on any further steps to resolve the situation and keep you informed.

Finally, please also let us know if you are happy with what we do, and feel free to make any comments and suggestions.