

Arthur Hill – Save Our Swimming CIC Complaints Procedure

Arthur Hill – Save Our Swimming CIC aims to work to the highest standards of quality and accuracy. It is important to us to act responsibly and constructively in our relationships with the public and others we work with.

If you feel that in our work or conduct Arthur Hill – Save Our Swimming CIC or any of our personnel have failed to live up to these standards we would like to know about it.

If you have a complaint about Arthur Hill – Save Our Swimming CIC or would like to give us feedback, you can contact us in the following ways:

By email: arthur.hill.pool@gmail.com

By letter: Arthur Hill – Save Our Swimming CIC, 35 – 39 London Street, Reading, RG1 4PS

Please mark correspondence 'Complaint – attention of Company Secretary. Confidential'. Your letter or email will be forwarded unopened to our Company Secretary, Peter Burt, who will arrange for the matter to be investigated as soon as is possible together with a Company Director who is not personally involved in the matter.

We will acknowledge your complaint as soon as it has been received, and will contact you again to let you know what we intend to do about it after the matter has been investigated.

All complaints received will be recorded and reported to our Board of Directors.

Note for Directors and staff:

People have the right to choose where, when, how and with whom in the organisation they will raise concerns about how they have been treated. Any staff member or Director who is approached should be aware that the person may have no idea that there is a procedure for handling complaints. The initial response should therefore be:

1. To listen and clarify the issues at stake without sounding bureaucratic or formal.
2. Explain that the CIC does want to hear their views and that in the interests of fair play a procedure has been set up to make sure people's complaints are dealt with properly. A copy of this complaints procedure should be provided if it hasn't already been.
3. Establish whether or not the person wants to use the procedure and if so, draw their attention to how to do this.
4. If the complainant wishes, take a note of their contact details and send them, with a brief summary of their concerns, to the Company Secretary as soon as practicable.

Adopted: 15 February 2017

Review date: February 2018