

South Harford & Tuckswood Community Association

Complaints Policy

Statement of Intent

1. The aim of this policy is to ensure that any complaint by a user of Harford Community Centre is addressed promptly and dealt with effectively.
2. All members of South Harford & Tuckswood Community Association (SH&TCA) user groups, hirers and users of Harford Community Centre will be made aware of this policy and the Complaints Procedure.

Complaints Procedure

1. Minor complaints should be brought to the attention of the Community Liaison in the first instance, either in person, or by phonecall or email to the office of Harford Community Centre.
2. If a complaint arises during a hire period which is outside of the Centre office hours, then users are made aware of an emergency contact number that may be used if there are any issues regarding the condition of Harford Community Centre.
3. If the user is not satisfied with the response they receive from the Community Liaison, or if the complaint is of a more serious nature, the user will be asked to provide a formal complaint in writing.
4. Written formal complaints should be addressed for the attention of the Chair of South Harford & Tuckswood Community Association. A complaint form is available from the Centre Office or via the SH&TCA website. Written complaints can also be made via email through the Centre Office.
5. Any formal complaints will be addressed at the next monthly meeting of the Committee and the complainant will receive a response via email or in writing depending upon the format of the initial complaint.

This policy will be reviewed every two years.

Date agreed: 18th May 2026

Signature (Chair):

Signature (Secretary):

Date of review: May 2028