



Caverswall Community Society

## Complaints Procedure

Version Control:

- First produced in draft on July 1st 2019
- Approved by Directors at meeting 19<sup>th</sup> July 2019
- To be reviewed no later than March 2021

Version 1 July 2019

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## Complaints

Caverswall Community Society (CCS) are committed to providing a high standard of service to all its employees, volunteers, partners and customers. We welcome your feedback; it is very important to us because it helps us to review what we do and make improvements to our customer service, policies and procedures if necessary.

Caverswall Community Society takes any form of complaint seriously and aim to deal with them as quickly as possible. The guide below explains how to make a complaint.

1. The most straight forward way is to **speak directly to the person you have been dealing with**. If this is not successful or you do not want to speak to that person directly, please ask to speak to their manager.
2. If you believe that your complaint is more serious, or you do not know who to contact, please register a formal complaint in one of the following ways:-
  - Write us a letter and forward it to the address below:-  
  
Caverswall Community Society  
Auctioneers Arms  
School Lane  
Caverswall  
Staffordshire  
ST11-9EQ
  - Phone us on 01782 461127
  - Email us at: [info@caverswallcommunitysociety.co.uk](mailto:info@caverswallcommunitysociety.co.uk)

# CAVERSWALL COMMUNITY SOCIETY

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## Social Media

We respectfully ask that complaints are not shared on social media platforms as we would like to maintain confidentiality and ascertain all the facts relating to the complaint in the first place to ensure a fair and thorough investigation can be undertaken. Any anonymous complaints will not be taken seriously.

## Essential information

In order for us to be able to deal with your complaint efficiently can you please ensure that you provide us with the following information:-

- Confirmation as to whether or not you wish to make a **formal complaint** or you are raising a **concern**
- Date and time of when the incident/event occurred.
- If your complaint is about an individual then the name of person or third party involved
- Details of any witnesses to the event/incident.
- If your complaint is about our business processes or customer service then please provide us with specific details
- Your desired outcome.

We aim to resolve your complaints responsively and efficiently and all formal complaints will be acknowledged within **seven working days**.

This initial acknowledgement will be followed **within 14 x working days** by a letter giving an indication of how it is intended to deal with the issue, and will give you an estimate of how long it may take to investigate the matter and who will be responsible for conducting the investigation (and who therefore will be your contact point).

We aim to give a full within **21 x working days**, or else a progress report explaining the reason for the delay will be forwarded to you.

If for any reason you are not happy with this response, and wish to appeal to the second and final stage of our complaints procedure, please write to:

The Chairman  
Caverswall Community Society  
1A The Green  
Caverswall  
Staffordshire  
ST11-9EQ

Or email: [chair@caverswallcommunitysociety.co.uk](mailto:chair@caverswallcommunitysociety.co.uk)