

Community@NE66

Complaints Policy

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Community@NE66's purpose is to serve our community and we value your feedback. We hope that you receive the best service possible. However, if any children, young people and other community members feel unhappy about anything that happens to them, or others whilst working with Community@NE66 then we encourage them to make a complaint.

We will take all complaints seriously.

Service users can make anonymous comments by posting in our comments boxes

If your complaint/ feedback requires a direct response then you can either

1. Post your complaint note through our letter in an envelope marked 'Community@NE66 confidential'
2. Call 01665 602 856 and ask a team member to record your complaint/ feedback
3. Email admin@communityatne66.co.uk.

Your feedback/complaint will be shared with and addressed by the Project Management Team and our Board of Trustees. We will respond to you in writing within 5 working days to provide an update on the feedback/complaint.

If you need support writing a formal complaint all our team members will be happy to help and will do so without judgement or prejudice and in confidence.