

LEISURE DIRECT
Charity No 1050948

COMMENTS, COMPLIMENTS, COMPLAINTS & APPEALS PROCEDURE

PURPOSE

To provide a means for the general public, members, volunteers and staff to be able to make comments, compliments and complaints about Leisure Direct.

PROCEDURE

A comment, compliment, complaint or appeal should be made in the first instance for the attention of the Organiser of Leisure Direct with a copy sent to the Chair.

An acknowledgement to any complaint or appeal will be made to the complainant/appellant within ten working days. A formal reply to the complainant/appellant with the results of all investigations will be made in one calendar month.

In the event that the complaint/appeal has not been resolved, the Chair must be notified with details of all action taken up to this point. The Chair will write to the complainant/appellant, informing them that the Chair has received the complaint/appeal and is dealing with it. The Chair will decide as to what further action needs to be taken. The Chair may decide that the complaint/appeal needs to be brought to the attention of the Executive Committee.

The Chair will notify the complainant/appellant of the decision of the Committee. A record of the complaint/appeal will be kept by Leisure Direct.

Where a complaint involves an allegation of abuse, Leisure Direct will follow the Safeguarding Adults at Risk policy LD002.

RECORD OF COMMENT, COMPLIMENT, COMPLAINT OR APPEAL

All comments, compliments, complaints and appeals must be recorded using form number LD001 Appendix 1