**Complaints Procedure**

Bishop’s Stortford Community Centres Community Interest Organisation (CIO) Operate and Manage the Haver’s and St Michael’s Mead Community Centres in Bishop’s Stortford.

The Trustees hope you will enjoy your time at our Community Centres with no problems. However, we accept that from time to time issues may arise. We aim to resolve these as quickly and efficiently as possible.

If you have a complaint or issue regarding your hire at one of our Community Centres, you should use the following Complaints Procedure.

**Stage 1: Initial Complaint.**

Initially you should contact Bishop’s Stortford Town Council via the following methods:

**Email: anne.shirley@bishopsstortfordtc.gov.uk**

**Telephone: 01279 712146**

Bishop’s Stortford Town Council will investigate the issue and aim to solve the problem as quickly as possible.

If your hire is during Weekday Office Hours, you must contact us immediately so we have a chance to solve the problem.

If you are unhappy with the decision made by Bishop’s Stortford Town Council, you can progress your complaint via the following method.

**Stage 2: Initial Investigation.**

If you are unhappy with the decision made by Bishop’s Stortford Town Council, you may further your grievance by making a Formal Complaint via the following

**By email: *cc.complaints@bishopstortfordtc.gov.uk*** with **‘Complaint’ in the subject**

***We recommend that complaints are made via email, so we can respond quicker.***

**By Letter:** The Trustees, Bishop’s Stortford Community Centres CIO, c/o Bishops Stortford Town Council, The Old Monastery, Windhill, Bishop’s Stortford, Hertfordshire, CM23 2ND

**By Phone:** **01279 715000**

(You will be required to confirm your complaint and provide any evidence in writing.)

The Trustees will ensure that an appropriate person investigates your complaint. Any investigation will be fair on both sides. It will be unbiased and will take into account all relevant facts and be treated confidentially.

**When we receive a complaint, we will try and sort it out within 14 days of receipt and report back to you of our initial investigation and intended actions, if appropriate.**

**Stage 3 – Trust Meeting**

In most cases, your complaint will have been resolved at either Stage One or Stage Two of our complaint’s procedure. However, if you are still not satisfied with the outcome, the Trustees Management Committee will then investigate the matter further.

The Trustee Management Committee meets on a quarterly basis. You will be advised of the next Management Committee Meeting date on receipt of a Stage 3 Complaint.

Your grievance will be discussed at a Full Trust Meeting; where you will be invited to attend to discuss the issue and produce any evidence to support your complaint.

The Trustees will then discuss your grievance *(this discussion may be held in private - depending on the issues raised)*

The Chairman (or other appointed Trustee) will issue a response via email once the management committee has approved it.

**The Trustee’s Management Committee’s Decision is final.**

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