

Complaints Policy and Procedure

Our complaints policy

Heathfield Area Recreation Trust (HeART) aims to provide high quality services which meet the needs of its beneficiaries.

We believe we achieve this most of the time: if we are not getting it right, please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a query or complaint, please contact us with the details. We have 60 working days to consider your complaint.

If you are not happy with HeART, please tell us

If you have a query or are unhappy with an individual in HeART, sometimes it is best to tell him or her directly, who will try to resolve the issue.

If you are unhappy about any HeART service or event, please speak to the Chair of Trustees.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial, verbal response within ten working days.

Making a written query or complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair of Trustees (details below).

All written complaints will be logged. You will receive a written acknowledgement within ten working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with.

If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your query or complaint within ten days of receiving it.
2. We will then investigate your query or complaint. This will normally involve review of the matter and previous correspondence you have had with the charity.
3. The Chair of Trustees will then write to you again and hopefully answer your query or resolve your complaint.
4. S/he will do this within 20 working days of sending you the acknowledgement letter. This letter will be a written reply to your complaint, including his/her suggestions for resolving the matter.

5. If after we have responded you are not satisfied, please write again to the Chair of Trustees, outlining why you feel the matter should not be ended. The Chair will report the matter to the next meeting of the Trustees, which will decide on any further steps to review the decision and resolve the situation.
6. You will then receive a final answer within thirty working days, at which the Board will consider the matter closed and no further correspondence will be forthcoming.

Finally, please also let us know if you are happy with HeART's services.

Queries or Complaints about HeART should be addressed in writing to:

Mr Darren Mullett
75 Kingsway
Cambridge
CB22 4QN

Or by Email to: darren.mullett@heartfamilies.org