



ONE KEGWORTH

Comments, Compliments, and Complaints Procedure

Let us know how we're doing: comments, compliments, and complaints. ONE KEGWORTH makes every effort to provide a high standard of service and to treat all ONE KEGWORTH users equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

ONE KEGWORTH will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop the services that work best for you, so please let us know what you think. We report on user feedback in ONE KEGWORTH's annual Impact Report.

Compliments and Comments:

If you are happy with our events or have any comments we would love to hear from you. There are couple of ways you can do this: either speak to one of the ONE KEGWORTH Team Members or email hello@onekegworth.co.uk You can also write to us at [insert address here]

Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that ONE KEGWORTH may publish the replies given to any queries raised, but will respect the confidentiality of the individuals concerned.

How to make a complaint: The first thing to do if you are unhappy about any aspect of our events is to bring this to the attention of one of the ONE KEGWORTH Team Members. They will try to resolve your concerns immediately. If you are unhappy with the way you have been treated by one of the volunteers please contact us.

If you cannot or do not wish to make a complaint in person, you have the option of emailing, writing or telephoning us. Write to us at [insert address here], telephone us on [insert number here] or email us at hello@onekegworth.co.uk

What you can do to help us deal effectively and quickly with your complaint: Contact us as soon as possible giving clear details so we can endeavour to resolve the issue by emailing hello@onekegworth.co.uk Specify clearly what aspect of the ONE KEGWORTH service you wish to make the complaint about.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific area, service or resource to which the complaint applies.

- Your name and contact details: if you don't give your personal details that we can't provide a response back but will still take into account the feedback.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the event, the location and time the incident occurred.
- Please let us know if you have already reported the complaint, who this complaint was made to and when, and if any action was taken at the time.

Please note that we endeavour at all times to treat our ONE KEGWORTH users with respect, and we expect the same standards of behaviour from ONE KEGWORTH users.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

We will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an answer or acknowledgement within 5 working days. You will receive a full response to your written complaint within 10 working days.

Contact details:

E-mail: hello@onekegworth.co.uk

Telephone: 07599296557

Address: [insert address here]

Dated: _____

Signed: _____

Review Date: _____