



Healthy Abingdon

Complaints Policy

Introduction

This policy covers complaints from the public, our Associates and other beneficiaries.

Aims of our procedure

Our complaints procedure aims to

- deal with complaints fairly, efficiently and effectively;
- ensure that all complaints are handled in a consistent manner;
- use complaints constructively in the planning and improvement of all our activities.

Procedure

Complaints should first be made to the Chair of Healthy Abingdon (healthyabingdon@aol.com or Tel. 01235 525955) who will attempt to resolve the issue informally, amicably and speedily. If your complaint is about the Chair, you can contact an independent trustee on safeguarding@healthyabingdon.org.uk.

Should the complainant fail to be satisfied, the complaint should be made in writing and will be considered at the next trustees' meeting. The trustees will then decide what action to take. The complainant will be informed of the decision made by the trustees within five working days of the meeting.

17 May 2021