



## **Complaints Procedure**

The Management committee is committed to providing the best possible support and service to its members and to the community.

Any comment relating to activities or work undertaken by the club whether positive or critical is welcome. If you wish to complain about any aspect of the club you should follow the procedures detailed below.

### **STAGE ONE**

You should contact the Chairman, at the telephone number given below or write detailing the aspects of the service you are not satisfied with or the actions or omissions of the individual about whom you are complaining.

If you are unable to or are reluctant to contact the Chairman you should telephone or write to the Treasurer whose contact details are given below.

Your complaint will be acknowledged as soon as possible but generally within 28 days.

Alternatively a meeting with the Chairman and / or a member of the management committee may be proposed.

### **STAGE TWO**

If you are dissatisfied with the outcomes of stage one or if you would like to meet with a member of the management committee, you should write to the Secretary giving your reasons so that further investigations of your complaint may be made or a meeting arranged.

Additionally, you may after writing to the Secretary and informing her of your intentions, attend the next management committee meeting when your complaint will be discussed. Actions will be agreed with you at the meeting and a written reply explaining the outcomes will be sent to you normally within 14 days of that meeting.

### **CONTACT DETAILS**

Chairman: Mrs Debbie Hargreaves  
15 Bridlebank Way  
Weymouth  
Dorset  
DT3 5RA

Tel: 07498543631

Secretary: Please enquire.

This policy will be reviewed annually and is available via our website. [www.a-stars.org.uk](http://www.a-stars.org.uk)