



## **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 Chairperson, Ken Walker, 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 Chairperson 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 Chairperson 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 Treasurer giving your reasons so that further investigations of your complaint may be made or a meeting arranged.

Additionally, you may after writing to the Treasurer 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**

Chairperson: Ken Walker  
45 Culliford Way  
Weymouth  
Dorset DT3 6AW  
Tel: 07787 437526

Treasurer: Gilly Steadman  
32 Parkmead Road  
Weymouth  
Dorset  
DT4 9AL  
Tel: 01305 778032

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