

CAPEL COMMUNITY ASSOCIATION - COMPLAINTS POLICY

All complaints made to the CCA through whatever channel are taken seriously, dealt with fairly and in a manner that respects confidentiality by our representative available at the time.

Should such matters still not be resolved to the satisfaction of the complainant a formal complaint may be recorded via or web site, email or in writing. Contact details below.

Such complaints will be reviewed by two Trustees and the outcome of that, communicated to the complainant as soon as practicable. If the complainant believes the matter has still not been dealt with to their satisfaction, the complainant will be referred to the next full board meeting of Trustees for determination, and the complainant informed thereafter of their final decision.

Policy adopted Oct 2023