



Chalfont St Peter
Community Centre

Complaints Policy

Chalfont St Peter Community Centre (CSPCC) is committed to providing a high quality service. We welcome feedback from service users, members, and partner organisations, as it helps us improve what we do.

What is a complaint.

A complaint is any expression of dissatisfaction about our services, including concerns about the standard of service, delays, or behaviour of staff or volunteers.

How to make a complaint.

Complaints should be made in writing to the Chair of CSPCC. Please include your name, contact details, and details of your complaint. Support is available if needed.

What happens next.

We will acknowledge your complaint within 10 working days, investigate it fairly and confidentially, and provide a written response within 21 days.

If you are not satisfied.

You may appeal within 10 working days. Your appeal will be reviewed by a panel not previously involved.

Our commitment.

We will treat complaints seriously, handle information confidentially, and learn from feedback to improve our services.