



# All Nations Community Centre

TEL: 01452 526 700 Email: office.anccglos@gmail.com

Should you wish to make a complaint, compliment or give feedback regarding your experience at All Nations Community Centre (ANCC), this is our Community Complaints, Compliments and Feedback Procedure:

## Complaints, Compliments and Feedback Procedure (Telephone complaints will not be accepted!)

1. Complaints, compliments and feedback regarding ANCC activities will be dealt with in the first instance by the Board of Trustees. If a satisfactory conclusion can be reached then that is the end of the matter. Complaints, compliments or feedback **MUST** be sent in writing and addressed to the Chairperson. The person writing to us will receive acknowledgement within 5 working days. ANCC will respond to the complaint, compliment or feedback within 28 days (where possible).
2. Complaints, compliments or feedback received regarding the actions of ANCC Staff, Trustees/Directors and or Volunteers, including contractors will be dealt with in the first instance by the Board of Trustees. If a satisfactory conclusion can be reached then that is the end of the matter. Complaints, compliments or feedback **MUST** be sent in writing and addressed to the Chairperson. The person writing to us will receive a written acknowledgement within 5 working days. ANCC will respond to the complaint, compliment or feedback within 28 days (where possible).
3. If a satisfactory conclusion cannot be reached in the event of a complaint being received, then the complaint will be referred to the **Complaints Officer (Company Secretary)**.
4. Complaints sent directly to Companies House and or the Charities Commission is referred to the Board of Trustees and will be subject to the same process.
5. In all cases complaints of whatever nature should be dealt with as quickly as possible.

Complaints, compliments or feedback regarding ANCC activities and or ANCC Staff and or Volunteers to be addressed to: **The Chairperson**

**Registered Office:** All Nations Community Centre, Chase Lane Estate, Chase Lane, Off 61 - 63 Eastern Avenue Gloucester, GL4 6PH

**Charity Number:** 1111832      **Company Number:** 05565870 (England and Wales)

The ANCC is the parent company of the All Nations Social Club (Trading Arm), **Companies Number:** 11934492



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## Complaint Form

Name of person making complaint:	
Telephone Number:	
Email address:	
Address:	
Nature of complaint: (Please expand)	
What outcome would you like to see taken?	
Action taken:	
Follow up	

Date complainant contacted with the results of the investigation and action taken:

Initials of person investigating Complaint: \_\_\_\_\_

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