

## COMPLAINT HANDLING POLICY

### Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To make sure everyone at Belvedere Community Centre knows what the process is if a complaint is received, by following the Complaints Handling Procedure.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved by discussion between parties aiming to repair relationships.
- To gather information which helps us continuously improve what we do.
- To treat the complaint with confidentiality.

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Scheduled review date:		Reference documents:	