



The Community Hall Jameston SA70 8QG

Complaints procedure

JCA aims to provide high quality services which meet your needs.

We believe we achieve this most of the time but if we do not get it right, we need to know. And of course, if you are happy with what we do and how we do it, we welcome that feedback as well.

To help us keep our service at a high and improving standard, we have a procedure where you let us know if you feel we have not done well enough.

We can't put things right if we don't know where to look, so please tell us if you're unhappy.

Raising a problem informally

If you have an issue with any aspect of the service we provide, please raise it with any of the trustees. There is a list of trustees on the website at www.JamestonCA.co.uk

If you're unhappy with an individual in JCA it's best to tell him or her directly, if possible. However, if this is difficult or inappropriate, speak to the Chair, Secretary or another trustee.

We may be able to give you a response straight away, but when the matter is more complicated, we will give you at least an initial response within five working days.

Making a formal complaint

If you are not satisfied with our response or wish to raise the matter more formally, get in touch with the Chair or the Secretary or another trustee, or arrange to meet them face-to-face. All formal complaints are logged, and acknowledged within five working days.

We will always consider a formal complaint if it's raised by a third party on behalf of the complainant, so we will listen to anyone else you trust and would be happy to speak to.

In most situations we will ask you to a meeting, where you can give us your view and/or version of the facts in the case. You may bring a friend with you for support, if you want to.

Investigating a complaint properly can take time, and while we aim to respond within ten working days, this may not always be possible. However, you will receive a reply within fifteen working days, with interim responses if we need to inform you of progress.

If you are not satisfied when we have responded and set out what action, if any, we propose to take to resolve your complaint, you should write to the JCA Chair, who will report the matter to the next Management Committee meeting. The committee will then decide on any further steps to resolve the situation.