

# *Friends of Eastfield Park*

## **Comments, Compliments, and Complaints: Policy & Procedures**

The Friends of Eastfield Park (FoEP) is a voluntary, community-based organisation. We want local residents and park users to tell us how well they think we're doing by letting us have their comments, compliments, and complaints. We make every effort to provide a high standard of benefit to the community and aim to treat all legitimate park users equally and fairly. We continually try to improve our work and we value feedback that will help us achieve this.

The FoEP Committee will review all written comments, feedback and complaints regularly at Committee Meetings. Our feedback procedures will be reviewed annually. This will help us to develop procedures that work best for residents, so please let us know what you think. We will report on user feedback in the Chair's annual report presented at the AGM.

### **Compliments and Comments:**

If you are happy with what we do or have any comments about the Park itself we would love to hear from you. There are several ways you can do this: you can speak to one of our volunteers, email the Chair or another member of the FoEP Committee, leave a comment on our Facebook page, contact us through our website ([foep.eastfieldpark.com/contact-us/](http://foep.eastfieldpark.com/contact-us/)) or write a letter to us.

### **Complaints:**

We also want to know if there is any aspect of our work that you are unhappy with. We take all feedback seriously and will take action where appropriate. All complaints will be dealt with in a timely and professional manner. Please note that the FoEP may publish replies given to any queries raised but will respect the confidentiality of individuals concerned.

***How to make a complaint:*** The first thing to do if you are unhappy about any aspect of our work is to bring it to the attention of one of our members. They will attempt to resolve your concerns immediately. If you are unhappy with the outcome or the way in which you have been treated by one of our members please contact the FoEP Chair or another member of the Committee.

You may make a complaint in person to any member of the Committee or you may attend a Committee Meeting where your issue will be discussed. (It would be helpful if you are able to let the FoEP Chair know your intention and the nature of your complaint a week before the meeting. Dates and times of Committee Meetings are advertised on our website where you can also find a full list of committee members.)

If you do not wish to make a complaint in person, you have the option of emailing, writing a letter or telephoning us. Written complaints are preferred because they can be read out to the Committee verbatim.

***What you can do to help us deal effectively and quickly with your complaint:*** Contact us as soon as possible giving clear details so we can endeavour to resolve the issue promptly. Specify clearly what aspect of the FoEP work or procedures you wish to make the complaint about.

***Including the following details will help us to promptly and efficiently deal with your complaint:***

- The specific topic to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible. This will enable us to investigate further and hopefully resolve the issue. Please include all relevant details such as the place and time the incident occurred.
- Please let us know if you have already made the complaint and if any action was taken.

Please note that we endeavour to treat all residents and park users with respect at all times, and we expect the same standard of behaviour from residents and park users.

***What we promise to do to help resolve your complaint:***

Your complaint will be dealt with in a professional and confidential manner. If you do not wish your name and/or contact details to be shared with members of the FoEP Committee you should indicate this when making the complaint; in this case only the complaint itself will be shared.

Minor informal complaints made in person directly to a FoEP member or volunteer may be dealt with immediately by that person to your own satisfaction. If that is the case no further action may be necessary. However, if you are not satisfied with the response from a member or volunteer, you should contact the FoEP Chair or a Committee Member as described above.

All written complaints will be considered by the FoEP Committee and assigned quickly to the most appropriate person to deal with the complaint. If necessary, that person will investigate the matter fully and communicate with you until the issue has been resolved.

If you are unhappy with the way in which the FoEP deals with your complaint, we suggest you contact your Borough Councillor or other elected representative.

***How and when we will respond:***

We aim to acknowledge emailed complaints within 5 working days of receipt. Postal correspondence should receive an answer or acknowledgement within 7 working days. You will receive a full response to your written complaint within 5 working days of the Committee Meeting at which the complaint is discussed. (It should be realised, however, that the FoEP is a purely voluntary organisation with no paid staff. There may be occasions when nobody is available within these targeted time periods to respond to complaints but they will always be considered as rapidly as possible.)

***Contact details:***

Chair's email: [vicsmith.foep@gmail.com](mailto:vicsmith.foep@gmail.com)

Telephone: 01604 410949

Website: [foep.eastfieldpark.com](http://foep.eastfieldpark.com)

Dated: 21<sup>st</sup> August 2018

Signed: V. G. F. Smith

Reviewed: \_\_\_\_\_