

COMPLAINTS POLICY

Dornoch & District Community Association (DADCA) is committed to providing a high level service to the community. **If you do not receive satisfaction from us we need you to tell us about it.** This will help us to improve our standards.

COMPLAINTS PROCEDURE

If you have a complaint, please contact a Committee member by phone in the first instance so that we can try to resolve your complaint informally. The phone numbers of various committee members are on the website.

If you are not satisfied following your initial contact, please contact the Chair at the Dornoch Social Club, School Hill, Dornoch, IV25 3PF.

Next steps:-

1. We will record your complaint in our central register within a day of having received it. You can expect to receive acknowledgement within 5 days of our receiving your complaint. We will respond further within 6 weeks.
2. We will then investigate your complaint, which will normally involve the following steps:-
 - We may ask the member of staff (or volunteer) who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's (or volunteer's) reply and the information you have provided for us. If necessary we may ask you to speak to him/her. This will take up to 4 days from receiving his/her reply.
3. Within 5 days of the end of our investigation the Chair (or if away the Deputy Chair) will offer to resolve your complaint.
4. Within 5 days of the meeting the Chair or Deputy Chair will write to you to confirm what took place and any solutions they have agreed with you.

If you do not want a meeting or it is not possible, the Chair will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. He/she will do this within 5 days of completing the investigation.

If we have to change any of the time scales above we will let you know and explain why.

N.B. In any event, we will comply with any statutory procedures that may relate to your complaint.