

Complaints Policy

Purpose

We aim to handle complaints fairly, openly, and promptly.

Who Can Complain

Any member, resident, volunteer, or partner.

How to Complain

Complaints should be submitted:

- In writing (email or letter)
- To the Chair or Secretary
- Complaints form below

Process

- Acknowledgement within 7 days
- Investigation by a committee member not directly involved
- Written response within 28 days

Escalation

If unresolved, the complaint may be reviewed by the full committee.

Document signed off by the Residents Association committee 12th June 2026

Revision A

Review Date 11th June 2027

Complaints Form

Anyone who wishes to make a general complaint can use this form.

Upon completion please forward to the chairperson or secretary of the Residents Association.

Name	Click or tap here to enter text.
Email	Click or tap here to enter text.
Home Address	Click or tap here to enter text.
Telephone number	Click or tap here to enter text.
Today's Date	Click or tap to enter a date.
Date of issue occurring	Click or tap to enter a date.
Location	Click or tap here to enter text.
Complaint Title	Click or tap here to enter text.
Complaint Details	Click or tap here to enter text.

--	--