

## Complaints Procedure

### 1. Our attitude to complaints and expressions of concern

We want to continuously improve the experience we provide for everyone who comes to Lordship Hub, whether they are customers, hirers, volunteers, park user groups, pop-up café providers, contractors or simply visiting. We therefore welcome feedback and will do our best to learn from it. If you have a complaint or concerns about any aspect of your experience in Lordship Hub, we want to hear about it, find out what may have gone wrong and do our best to put things right.

### 2. The aims of our Complaints Procedure

- To make sure that complaints are dealt with attentively, fairly, efficiently and effectively
- To make sure all complaints are handled in a consistent manner throughout
- To use any complaints or concerns constructively to improve our services and increase the satisfaction levels of all who use the Eco Hub.

### 3. Who can complain?

Anyone who comes to the Eco Hub:

- Customers
- Hirers
- Volunteers
- Park user groups
- Pop-up café providers
- Contractors
- Visitors

For staff, there is a separate Grievance procedure that should be used if they have complaints.

#### 4. How to complain

Lordship Hub Co-op would like to sort out any complaint or concern as soon as possible.

Many complaints and concerns can be sorted out immediately and informally. If you feel able, raise the issue with a member of staff or volunteer in Lordship Hub. Your complaint or concern will be listened to carefully, and they will try to sort things out there and then.

If you are not satisfied or if you want to make a formal complaint, write down your concerns in a letter and send it to:

Chair of Lordship Hub Co-op  
c/o Lordship Hub.  
Lordship Recreation Ground,  
Higham Road  
N17 6NU

The Chair will read your complaint carefully and, depending upon the nature of your complaint, will either pass your complaint to the Board Member responsible for that aspect of the co-operative's services, or deal with it personally.

We will investigate any formal complaint thoroughly. Generally, you will receive a response within ten working days of receipt of your letter. We may want to contact you to ask further questions about your complaint, so it will be useful if you could include an email address or telephone number as well as your address.

Approved by board on (date) 11 February 2018

A handwritten signature in black ink, appearing to read 'DMorris', with a long horizontal flourish extending to the right.

Signed (Board member) Dave Morris

Reviewed January 2016, and January 2018

Next review date: January 2019