

Community First New Forest

Complaints Procedure

Community First New Forest is committed to providing the best possible service.

We recognise that sometimes the quality of service may be less than would reasonably be expected. In such an event we feel it important that people have an instant and friendly way of registering their complaint.

If you have a complaint we would like you to tell us about it.

1. In most cases complaints can be dealt with right away by a personal discussion with the appropriate manager who will strive to deal with any complaint to your satisfaction. However if you feel that your complaint has not been properly dealt with then we ask you to do the following:
2. Telephone or write to the Chief Executive, Community First New Forest (using the form overleaf if you wish), who will acknowledge in writing within 7 days receipt of the complaint. They will investigate your complaint.
3. The Chief Executive or designated officer shall communicate the results of the investigation to the complainant within a reasonable time, usually 21 days.
4. Should you be dissatisfied with the result of this investigation you have the right to put your complaint personally to the Board of Trustees.
5. Where appropriate Community First New Forest will send you a written response signed by the Chairperson of the Board of Trustees.

All complaints will be treated seriously and complainants treated with courtesy and respect at all times.

Community First New Forest
Archstone House
Pullman Business Park
Pullman Way
Ringwood
BH24 1DH

Tel 01425 482773

Complaint Form

Name _____

Address _____

Daytime telephone number (Please give us this so we can get back to you quickly)

Are you completing this form on behalf of someone else? Yes / No

If yes, please give that person's name and their relationship to you

Which service is your complaint about?

Please give details of your complaint

Please return this form to:

Chief Executive
Community First New Forest
Archstone House
Pullman Business Park
Pullman Way
Ringwood
BH24 1DH