EngageMalvern Complaints Procedure

The charity EngageMalvern is committed to providing high quality education events and to provide an effective service to the community. In order to do this we need to receive any comments about our events and service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve. We will acknowledge the complaint and pass on a copy of this complaints policy as soon as possible, normally within five working days. We will seek to investigate the complaint and respond within a reasonable time period. We will notify the complainant giving them an idea of the timescales.

We will provide our response to the complaint as soon as possible after completing our investigation. Proper and comprehensive records are kept of any complaint received.

Courtesy and respect

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our colleagues dealing with your complaint with the same courtesy, respect and fairness

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant. Such situations are rare, however, should they happen, we will cease communication with the complainant immediately and will inform the appropriate authorities as necessary.

How to make a complaint

You can make a complaint in a number of ways:by e-mail to the EngageMalvern Secretary: dtweats@btinternet.com or by phone 01684 565783.

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