



## **Ripley Recreation Ground Charity – Registered Charity Number 520502**

### **Complaints Policy**

1. Ripley Recreation Ground Charity is committed to providing a quality building and recreation ground for the benefit of the people who live in its area or are visitors to the locality. If you are dissatisfied with the standard of service, you have received from the Charity this Complaints Procedure sets out how you may complain to the Charity and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Charity services and procedures and may include complaints about how Charity representatives have dealt with your concerns.
3. You may make your complaint about the Charity's procedures or administration to the Secretary. You may do this in person, by phone, or by writing to or emailing the Secretary. The address and numbers are set out below.
4. Wherever possible, the Secretary will try to resolve your complaint immediately. If this is not possible, the Secretary will normally try to acknowledge your complaint within five working days.
5. If you do not wish to report your complaint to the Secretary, you may make your complaint directly to the Chairman of the Charity who will report your complaint to the Managing Trustees of the Charity.
6. The Managing Trustees will investigate each complaint, obtaining further information as necessary from appropriate people.
7. The Secretary will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Charity proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
8. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Custodian of the Charity and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contact: Secretary Mrs Jayne Simpson

Charity registered Office: Town Hall, Market Place, Ripley, DE5 3BT

Telephone: 01773 513456

Email: [j.simpson@rrgc.org.uk](mailto:j.simpson@rrgc.org.uk)

Office Hours Monday to Friday – 10.00am to 3.00pm.