



Greenstead Community Centre

How to make a comment, suggestion or complaint

The Greenstead community centre aims to provide a valuable facility for all residents and other users or hirers. Everybody is welcome at the centre and we hope to always provide a professional and welcoming service to you.

Sometimes we do things well and we'd love to hear from you when we do so that we know that we are getting it right. Sometimes we make mistakes and by alerting us we can apologise and make improvements. You may have ideas that we haven't thought of which would improve the centre for you. We would like you to tell us.

CONTACT US

You can contact us in the following ways:

- Speak to staff directly at the centre
- Write comments or suggestions and leave them at reception
- Phone, fax, email or write with your comment, suggestion or complaint:

Greenstead Community Centre	Phone:	01206 791979
Hawthorn Avenue	Fax:	01206 791692
Colchester	Email:	gcacommunitycentre@fsmail.net
CO4 3QE		

WHAT WILL HAPPEN NEXT

All comments and suggestions made will be discussed at our next team meeting and where possible we will try and act on suggestions that are considered suitable.

We will try to respond to let you know any action taken. This will not always be possible so do approach us again to find out what steps we have taken.

COMPLAINTS

We will be sorry if you feel your experience at the centre has been unsatisfactory and we will endeavour to put it right. Please remember to be polite, we will want to rectify the problem but staff will be instructed to end the conversation if you are rude or abusive.

You can either contact us in writing or speak to staff directly. Tell us about your concern and we will try to resolve the matter for you as soon as we can either personally or by post. The manager will be notified of all complaints made.

If you are not happy with our response at the centre, please inform the Centre Manager, Abigail Reid who will take your complaint to Barry Udale, Chair of the Greenstead Community Association, the organisation responsible for the management of the Greenstead Community Centre.

You will be notified within 28 days of any proposed actions or outcomes.

All comments and suggestions and complaints will be kept on file at the centre and reviewed at regular intervals to see how improvements can be made.

This information does not affect your legal rights. If you are still unhappy, you can seek advice from a solicitor or your local Citizen's Advice Bureau.