



Complaints Procedure

1. If you have a complaint or grievance, you should in the first instance speak to a member of staff of your choice. He/she will listen to you and try resolve the issues that are causing you concern.
2. If your complaints cannot be resolved in this way or at this stage, you should then make a written, formal complaint to the Director.
3. If you are still dissatisfied and feel your issues and concerns still need to be addressed, you can then make a written complaint to the Management Committee.

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