

Complaints Procedure

Kingswells Community Centre and Webster Park



We want you to enjoy your time at the Community Centre, but if you have an issue, we would like to hear about it. A complaint properly handled and treated as constructive criticism can be turned into a benefit.

All complaints must identify the complainant. No anonymous complaints will be considered.

In the event of anyone having a complaint, the following steps should be taken. Only these procedures will be recognised, with no exceptions.

In the first place, verbally present the complaint to your Activity Leader and ask them to approach the Centre Supervisor. If the complaint is personal, approach the Centre Supervisor as soon as possible, as most complaints can be resolved amicably at this point.

If the complaint is not resolved at this point it should be presented to the Centre Supervisor in writing, who will respond within 14 days.

How to make a Complaint

- By email: communitycentre@hotmail.co.uk
- By letter to the Centre Supervisor, Kingswells Community Centre, Kingswells Avenue, Kingswells, Aberdeen AB15 8TG

In the event of the problem still not being resolved, the complaint will then go to the Management Committee, again in written form. As they meet on a monthly basis you will be advised of an expected completion date within a month of raising your complaint. It may take two or more months to fully respond to a complaint.

The Management Committee will ensure that an appropriate person investigates a complaint. Any investigation will be fair on both sides. It will be unbiased, take into account all relevant facts and be treated confidentially.

If the Management Committee cannot resolve the complaint by the estimated time of completion date, we will issue further holding letters until the investigation is completed. The Chairperson will then issue a response once the Management Committee has approved it.