

# Slade Green Community Forum - Complaints Policy

Adopted by Forum Executive Committee 16th July 2002, including amendments approved at meeting 12th June 2008.

**Slade Green Community Forum's Executive Committee undertake to deal with complaints in a reasonable and timely manner, and will follow the following procedure:**

- All updates sent to members, Newsletters and information documents shall include a phone number through which the Forum can be contacted.
- Complaints may be initially responded to verbally or in writing by the Forum Chair or Secretary or a person nominated by the Chair.
- The complainant must be made aware that they can take the matter further by writing to the Executive Committee .
- Complaints received in writing should be assessed at the next Executive Committee meeting and a response decided upon.
- When the Executive Committee respond to a complaint, if the complainant is a Forum member they must be made aware that if they are still unsatisfied with the response, they may ask to address an Executive Committee meeting or General Meeting in person about their complaint, or have a letter read out at a General Meeting. They should also be made aware of section 3e of the Rules of Slade Green Forum, relating to motions of no confidence in the Executive Committee.
- When the Executive Committee respond to a complaint, if the complainant is not a Forum member they must be made aware that if they are still unsatisfied with the response, they may ask to address General Meeting in person about their complaint, or have a letter read out at a General Meeting.