

Gamlingay Community Centre

Complaints Procedure



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Complaints Procedure

If you have a complaint about anything to do with Gamlingay Eco Hub please, in the first instance talk to the Centre Manager. If your complaint is not resolved to your satisfaction, follow the complaints procedure as set out here.

1. Put your complaint in writing and submit it to the Centre Managers. They will investigate your complaint and respond in writing within 10 working days.
2. If your complaint is not dealt with to your complete satisfaction by the Centre Managers, you can submit it to the Chair of Gamlingay Community Centre. The Chair will refer your complaint to the board of trustees and they will respond in writing within 10 days of their next routine meeting.
3. Any complaints not dealt with to your satisfaction by the board of trustees will be referred, at your request, to the joint GCC/Parish Council committee who will act as arbiters.