

Complaints Procedure

The Link Community Hub has policies and procedures in place to ensure the premises is maintained to the best standards reasonably achievable and to accommodate the reasonable needs of hirers and users.

We hope you do not encounter any issues during your hire of the Hub, but we are keen to ensure that any problems are dealt with promptly and effectively.

During your hire period:

If you have a problem during your hire period, please refer to the guidance and instructions provided in the first instance.

If you are not able to resolve the issue;

- During Link Office working hours: please contact the Parish Administrator
- Outside of Link Office working hours: please contact one of the management team. Please note that the management team are volunteers who will try to respond as quickly as possible.

After your hire period:

If you would like to raise a complaint or just make us aware of a potential issue, please complete the feedback form available at www.linkcommunityhub.org/complaints

Please include as many details as possible, including;

- Date of the event to which the complaint relates
- Nature of the event being held
- Details of the specific complaint or issue
- Any steps taken at the time to resolve the issue

Complaints review procedure:

The Link Management Committee will review all complaints and consider whether any further action or remedy is required,

The committee will aim to response within 3 weeks of the complaint being raised.