**Helmsley Open Air Swimming Pool**

**Complaints Policy**

The purpose of this policy is to ensure that users of the Open Air Pool have a mechanism to raise a complaint concerning any expression of dissatisfaction with the services provided by the Open Air Pool. Our aim as trustees is to ensure that complaints are resolved quickly, fairly and effectively.

1.

Types of Complaint

a) Where a complaint is made about a Trustee of the Charity, the complainant should contact the Secretary of the Charity in the first instance.

b) Where a complaint is made about an employee of the Charity, the complainant

should contact the Secretary of the Charity in the first instance.

c) Where the complaint is made about the Charity, the Trustees will deal with the

complaint at the next meeting of the Trustees OR if considered urgent at a specially convened meeting of the Trustees with the complaint the only Agenda item.

2.

Procedures for dealing with Complaints

a) Complaints made against a Trustee or employee of the Charity will be treated as confidential. On receiving a complaint, the Chairman/Secretary will identify two Trustees who are not implicated in the complaint, who will arrange to meet with the complainant to seek a resolution as quickly as possible.

Where the complaint cannot be resolved in an informal manner, the full Board of Trustees

will consider the matter at the next Trustee meeting with members of the public excluded.

b) Where the complaint concerns administrative matters of the Charity, the Pool Management will endeavour to deal with the matter in the first instance. If the matter remains unresolved, the Board of Trustees will consider the complaint at the next Trustee meeting.

3.The complainant will be advised of the Trustees decision on the complaint matter as soon as possible after any meeting on the subject. If specialist advice is required or any other type of necessary delay is considered appropriate the complainant will be advised and a provisional date will be set for a resolution hearing on the matter.

This policy is meant to supplement good judgment, and Trustees should respect its

spirit as well as its wording. In all matters common sense will prevail.