

Complaints Policy

Policy Statement

ETNA is committed to providing high-quality services and ensuring that everyone is treated fairly and with respect. We welcome feedback and recognise that, occasionally, people may wish to raise a concern or complaint.

This policy sets out how complaints will be handled quickly, fairly, and without unnecessary complication.

1. Who Can Complain

Complaints may be raised by service users, hirers, visitors, volunteers, staff, or members of the public.

2. How to Complain

Complaints should be raised in writing (letter or email) to the Centre Director at info@etnacentre.org. If the complaint concerns the Centre Director, it should be addressed to the Chair of Trustees. We will acknowledge complaints within five working days.

3. How We Handle Complaints

Complaints will be investigated fairly and confidentially.

We will aim to provide a written response within 20 working days.

If more time is needed, we will explain why and give a new timeframe.

4. Escalation

If the complainant is not satisfied with the response, the matter can be referred to the Board of Trustees for review.

The Board's decision will be final within ETNA.

5. Safeguarding and Serious Concerns

Complaints involving safeguarding issues will follow ETNA's Safeguarding Policy and may be referred immediately to statutory services.

Serious concerns about ETNA as a charity can also be reported directly to the Charity Commission.

Date of policy: September 2025

Review date: September 2026