



THE COLMAN INSTITUTE

COLMAN-REDLAND CENTRE, CROYDON ROAD, REIGATE

Registered Charity No:251665

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COMPLAINTS PROCEDURE:

The Trustees of the Colman Institute take complaints about our staff and the Colman Redland Centre very seriously. We can only respond to complaints concerned with this centre.

If you wish to make a formal complaint, please provide a clear and detailed description of what your complaint is about and supply your email address or postal address, so we can respond.

This can be emailed to the Secretary or Bookings Secretary or the Chairperson. You can make contact by telephone if this is preferred or by letter (please call for address information). Contact details are listed below.

On receipt of a complaint, you will be contacted to confirm that the complaint has been received. This will be investigated by the Secretary or Bookings Secretary in the first instance and a response supplied. If you are not happy with this response, then you should contact the Chairperson or you can take your complaint directly to the Chairperson. We aim to respond to you within 21 days but if other information is required for which there is a delay in the time scales, you will be advised accordingly.

For very serious complaints, please contact the Charity Commission.

Tracey James; secretary@colmanredlandcentre.org.uk, 07890 810118

Karen Toko; colmanredlandcentrebookings@gmail.com, 07950 477405

Rosemarie Belcher; Chair; rosebelcher27@yahoo.co.uk, 07912 185588