

RG Spaces

Complaints procedure

If you believe you have suffered discrimination from RG Spaces or its volunteers you can make a written complaint to us by using the contact information on <http://rgspaces.org.uk>

How we will deal with your complaint

We will acknowledge your complaint within 1 week.

The Board will consider your complaint and provide you with a definitive reply within 4 weeks. If this is not possible due to continuing investigation, we will give you a progress report with details of what action we are taking and when you can expect to receive a full reply.

If the complaint is about a Trustee, that Trustee will not be involved in dealing with your complaint. The definitive reply will explain our outcome of your complaint and any action we are taking. As we are a small charity with no employed staff or other individuals of suitable seniority, the Board's decision will be final. If you remain dissatisfied then you may contact the Charity Commission through their website.