

Complaints procedure

- If anyone feels they have been discriminated against, harassed or offended by any volunteer acting within the Good Neighbour Scheme, they should email us at info@woodhousegns.org.uk, or write to us at

Woodhouse and Woodhouse Eaves Good Neighbour Scheme
c/o Clerk to the Parish Council
Woodhouse Eaves Village Hall
Main Street
Woodhouse Eaves
Loughborough
LE12 8RZ

We will aim to respond within 2 weeks.

- The steering group will take any complaint very seriously and will investigate any complaint fully.
- If the complaint is against an individual, then the steering group will hear their point of view as well as that of the complainant.
- All investigations will be carried out in a sensitive manner and in such a way that people can express their feelings openly.
- If the complaint is against the Good Neighbour Scheme in general, the steering group will work to ensure that any discrimination that has occurred does not happen again.
- The Scheme will continue to support anyone who has registered a complaint and will not treat them less favourably afterwards.