

Complaints Procedure



We do our best to meet the needs of everyone who interacts with our charity and the services it provides. Our staff and volunteers work hard to do their jobs in a way that helps create a safer, kinder community. However, we recognise that from time-to-time things will go wrong and we welcome feedback in order that we can do better.

If you do feel it necessary to make a complaint or offer feedback about the charity, or about the actions and performance of individuals; please do so in the first instance by speaking to your regular point of contact. If the matter is not resolved satisfactorily then please write to:

The Trustees, ROC Dawlish, The Hub Store, 6 The Strand, Dawlish EX7 9PS

If you would find it easier to use an e-mail then please send it to rocdawlish@gmail.com with the heading "For the attention of the Trustees".

If you find making such comments difficult in writing, then please call the Local Coordinator (07729998334) and they will be pleased to record your complaint in writing for you.

When a complaint is received we will acknowledge receipt of it within 5 days and endeavour to give you a reply within 3 weeks. If we are unable to do so within 3 weeks, we will give you an update on our progress and make an estimate of when we can give you a full reply.

All complaints are logged and reviewed at intervals by the Trustees.

Last reviewed and updated 16th September 2026