



# Hillingdon Narrowboats Association

## Complaints Policy

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Author:	Paul Boakes	<a href="mailto:paul.boakes@bluenowhere.co.uk">paul.boakes@bluenowhere.co.uk</a>
Approver:	Dave Wright	<a href="mailto:dave.wright@mail.hna.org.uk">dave.wright@mail.hna.org.uk</a>

## Introduction

Hillingdon Narrowboats Association (HNA), a registered charity, and a limited liability company, has a robust Complaints Policy, detailed below, should you have cause for complaint about HNA's service, staff or any other aspect of our business. Complaints will be dealt with fairly, by a disinterested officer of the organisation.

## Appointed Individuals

Mr D A Wright (HNA's Project Manager) and/or Mrs L C Grainger (HNA's Chairman) have been appointed in this organisation to deal with complaints, and you should not hesitate to contact either of them. If your complaint is about either of the two appointed individuals, please address your complaint to The Secretary, who will ask a disinterested director of the organisation to deal with it.

## Process

If you are dissatisfied with any aspect of our service or staff, and wish to make a complaint, please put your complaint in writing, either via email to [feedback@mail.hna.org.uk](mailto:feedback@mail.hna.org.uk) or by post to our address, as published on our website at [www.hna.org.uk](http://www.hna.org.uk)

Once we have received your written complaint, the investigating individual will contact you within seven working days of receiving the complaint. At this stage we will give you our understanding of your case. We may also invite you to make any further comments that you may have in relation to this. If it is likely to take longer than seven days to establish our understanding, we will contact you to advise you of this, and give you our best estimate of how much longer this will take.

Within 21 days of receipt of your written summary, the investigating individual will write to you to inform you of the outcome of their investigation into your complaint and let you know what action we have taken, or will take, to address it.

If you still remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations, and otherwise agree to the referral of your complaint.

## Onward Referral

HNA is a member of the National Community Boats Association, and you may, in some case, be able to escalate your complaint to them. If we believe this to be an option, we will advise you and provide contact details. Some of our activities are outside the remit of the NCBA.

Our terms and conditions of hire, service or as otherwise contractually agreed from time to time, may provide for, or limit, some remedies, none of which will affect your statutory rights.