

The following services are managed by HADCA:

Harrogate Community House
(office accommodation and meeting rooms)
Tel: 01423 503700
Email: reception@harrogatecommunityhouse.org

- ♦ **Community action information & support**
Tel: 01423 504074
Email: hadca@hadca.org.uk
- ♦ **HELP (Harrogate Easier Living Project)**
Tel: (01423) 813090
Email: help@hadca.org.uk
- ♦ **Help at Home**
Tel: (01423) 813096
Email: help@hadca.org.uk
- ♦ **Ripon & Rural Befriending Service**
Tel: (01423) 813096
Email: help@hadca.org.uk
- **Help out Harrogate**
Tel (01423) 813090
Email: helpout@hadca.org.uk
- **Community Fit**
Tel (01423) 813090
Email: communityfit@hadca.org.uk
- **Power of 10 Project**
Tel (01423) 504074
Email: Powerof10@hadca.org.uk



Harrogate and District
Community Action

Have Your Say About Our Services - Customer Compliments and Complaints Procedure

This leaflet describes what to do if you wish to make a suggestion, comment or complaint.

Harrogate & District Community Action
Community House, 46-50 East Parade
Harrogate HG1 5RR
Tel: (01423) 504074
Email: hadca@hadca.org.uk
www.hadca.org.uk

Harrogate & Area Council for Voluntary Service Limited
Operating as Harrogate and Ripon Centres for Voluntary Service
Company limited by guarantee Registered in England and Wales
Registered Charity No. 1144758 Company No. 7760477

Harrogate & District Community Action (HADCA) provides a range of services to voluntary organisations. We also manage a number of services that provide direct support to people in the local community. These are listed on the back of this leaflet.

We aim to provide all customers with the best possible service. Customer feedback is always welcomed to help us improve the way we work.

HADCA recognises that there may be occasions when users of our services feel or perceive that the quality or level of service falls short of what they would reasonably expect. We would also like to hear from you with any suggestions for improvement or where things have worked well.

- Suggestions or comments may be made to the HADCA Chief Executive using this form. The Chief Executive will reply to you within 21 days indicating how your suggestion will be taken up.
- If you are unhappy with any aspect of our service, please speak to the relevant staff member who should try to put the matter right.
- If the matter is not resolved to your satisfaction, you may use this form to register a formal complaint, which will be acknowledged in writing within 7 days.
- An officer will be appointed to investigate the circumstances leading to your complaint and the result of the inquiry will be made known to you within a reasonable time, normally 21 days.
- If you are not satisfied with the result of the inquiry, you have a right of appeal to the Chair of the HADCA Board of Trustees. Your appeal should be made in writing within 28 days.

To: The Chief Executive
Harrogate & District Community Action (HADCA)
Community House
46-50 East Parade
Harrogate HG1 5RR

I would like to make a comment / suggestion / register a complaint
(please delete which does not apply)

My name: _____

My contact address: _____

Post Code: _____ Tel: _____

Email: _____

***Please pass this to any member of HADCA staff, post to the
above address or email to chiefexecutive@hadca.org.uk***

All complaints will be investigated and treated in strict confidence

