



# Laburnum BOAT CLUB

Hackney's Community Boating Project

Laburnum Street, Hackney, London E2 8BH  
Telephone: 020 7729 2915  
email: [info@laburnumboatclub.com](mailto:info@laburnumboatclub.com)  
[www.laburnumboatclub.com](http://www.laburnumboatclub.com)

## Complaints Policy

### Complaints Policy Jan 22

At the Boat Club we try to ensure that we do not do anything which could cause a complaint in the first place, but we want to ensure that we deal promptly with any complaints if they do arise, and take all necessary steps to ensure it does not happen again.

If you are unhappy about any of the actions of a staff member, or indeed anything about the Boat Club, you should go through the following steps:

1. Talk to the person involved.
2. If you are not satisfied, or do not know who the responsible person is, or you have a reason for not talking to that person directly, you can speak to the Club Co-ordinator:
  - **Beth Ettinger** on 02077292915
  - Or write to her at: Laburnum Boat Club

Laburnum Street  
E2 8BH

3. If you are still not satisfied, or you do not get a reply within five working days, or you have a reason for not contacting him directly, you can write to the Chair of the Management Committee, Patrick Hammill, at the above address. Mark the envelope "PRIVATE AND CONFIDENTIAL" and it will be sent on un-opened.
4. If you are not satisfied, or do not get a reply within ten working days, or you have a reason for not contacting him directly, you can write to the Charity Commission at:

Charity Commission Direct  
PO Box 1227  
LIVERPOOL  
L69 3 UG  
Phone: 0845 3000 219

