

Hellifield Institute



Hellifield Village Hall
Main Street, Hellifield, BD23 4JY

Hellifield Institute Complaints Policy Statement

The Board of Trustees of Hellifield Institute will ensure that people who have cause for concern or who wish to make a complaint about any aspect relating to Hellifield Institute are supported and helped to do so and, that they are treated as individuals without prejudice or discrimination and with dignity, compassion and respect. The Board of Trustees will seek to respond to all complaints and concerns in an open, fair, transparent and impartial manner. They will seek to ensure that decisions are taken quickly; measures are introduced to put things right where it is necessary to do so; and lessons are learnt to improve the way the Institute operates, its services and behaviours where a complaint or concern is upheld.

Hellifield Institute Complaints Procedure

Complaints should be sent to the Chair of the Board of Trustees in writing and will be dealt with by two Board Members. A response will be given within 4 weeks of receipt. In the case of a Trustee being mentioned in the complaint, s/he will not take part in the proceedings of considering the complaint.

Trustees: Ann Taylor (Chair), Michael Robinson, Dave Clements, Karen Dunwoodie,
Heather Leak, Kenneth Leak, Paul Surbuts, Liz Kilburn, Andrew Leng

November 2023

