

EGM is supported by:



Managed by the Community Development Foundation
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Services in the Thurrock area are funded by Thurrock Community Safety Partnership.

Contacting EGM

If you would like to make a comment, compliment or complaint, please contact us using one of the following methods:

tel: 01245 250 256

text: 07949 348820

email: info@essexgaymen.org.uk

web: www.essexgaymen.org.uk

post: EGM c/o Maldon & District CVS,
Holloway Road, Heybridge, Essex CM9 4ER

You can also speak to a volunteer in person at any of our 'drop in' meetings.

NB: Certain complaints and representations are not covered by EGM's complaints policy, for example, where legal issues may apply.



Providing support, inspiration, mutual respect & friendship

Feedback & Complaints

Feedback

Do you have a suggestion for improving the way EGM does things or ideas we should consider?

Has EGM made a positive difference and you want to tell us?

If so **please let us know about it** using the attached form. Alternatively speak to a volunteer or tell us online.



Complaints

If you are dissatisfied with any aspect of EGM's service, please let us know. All complaints will be treated fairly.

EGM operates a simple 2 stage complaints procedure and aims to resolve complaints as quickly as possible.

In the first instance it may be possible to resolve the complaint informally by speaking to a volunteer or management committee member. If not, a formal complaint should be submitted in writing using the attached Form.

Stage 1:

A formal complaint should be submitted in writing using the attached form. A committee member will investigate and try to resolve the complaint within 21 days of receipt.

Stage 2:

If you are unhappy with our initial investigation and response, you can appeal against the outcome and ask for the complaint to be reviewed. The complaint will be reviewed by a full management committee meeting to reach a final decision within 2 months of the review request.

Feedback Form

If you have any comments to make please use this form. Hand it to a volunteer or post it to us. Alternatively, you may submit the required information online.



Part 1. Your personal details

Your name

Address:

Post Code

Contact No

Email

Part 2. Your feedback

Complaint Suggestion Compliment Date _____

Details:

(Please use additional sheets of paper if required, attaching them to this main form)