



The Polish Language and Culture Association  
Stowarzyszenie Kultury i Języka Polskiego

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## **PLCA COMPLAINTS PROCEDURE**

**The Polish Language and Culture Association PLCA** is committed to providing high quality services and to continually improving those services. We realise that there may be times when we do not succeed in this aim – if you are unhappy about any aspect of our service then we want to hear about it. Without your feedback we cannot improve.

### **HOW TO MAKE A COMPLAINT**

If you have a complaint about our service then please submit the proforma attached in Appendix A to:

**Zuzanna Sowińska-Tissler**

6 Bromham Road, MK40 2QA Bedford

**Zuzanna Sowińska-Tissler** is responsible for making sure that all complaints are logged and followed up. When you make a complaint, you will receive a letter acknowledging that your complaint has been received and letting you know who will be dealing with it. We endeavour to ensure that you have a full response to your complaint within *15 working days*. If it is likely to take longer than this to fully investigate your complaint, we will let you know.

### **IF YOU ARE NOT SATISFIED WITH THE OUTCOME**

If you are not satisfied with the outcome of your complaint, then you may request that the complaint be referred to the Director of our Trustee Board, *at the address given below* who will further investigate your complaint and the outcome. A response will be sent to you within a further *14 days*.

### **ACTING ON RESULTS**

If you are unhappy with our service we will do everything we can to put things right. We will continually review our procedures and policies and, where necessary, will amend them to prevent problems happening again.

### **Directors address to correspondence:**

PLCA  
6 Bromham Road, MK40 2QA Bedford