



**HARC**

Hastings Advice and  
Representation Centre

# Shop User Complaint leaflet

This leaflet lets you know how to make a complaint if you are unhappy about the level of service you received in a HARC charity shop.

You can also use this leaflet to make your complaint.

Hastings Advice & Representation Centre  
registered charity number: 1083566

Private Limited Company Number 04048683

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## Your Right to complain

HARC wants to provide the best service it can, and we use feedback from shop users to help us improve.

However, we recognise that sometimes people are not happy with the service they receive. When this happens, everyone has the right to complain.

## How to complain

**Informal complaint** You can discuss your concerns with the shop's manager who will try to resolve the matter with you (this is an informal complaint). If you are still unhappy, you can follow the process for a formal complaint.

**Formal complaint** If you are unhappy with the outcome of your informal complaint, or you wish to go straight to the formal stage you should do so by putting your complaint in writing to the HARC Development Manager. You can write a letter or use this leaflet to make a formal complaint.

## Where to send your complaint

The Development Manager, HARC,  
Renaissance House, London Road, St  
Leonards-on-Sea, TN37 6AN.

## Summary of formal complaint process

Stage 1 - The Development Manager will arrange for the complaint to be investigated. Once the investigation is concluded you will receive a response.

Stage 2 - If you are not happy with the outcome, your complaint can be escalated to the appropriate member of staff. That will normally be the Chief Executive Officer. The Chief Executive Officer's decision is final.

Stage 3 If your complaint is about the Chief Executive Officer, it will be sent to the Trustee Board by the Chief Executive. The Board's decision is final and there are no further stages.

## Timescales

Each stage of a complaint may take up to 15 days to complete. If we can't give you a full response within these timescales, we will tell you why and when you can expect a full reply.

## Further information

More detailed information about the complaints procedure can be provided by the Shop Manager or the Development Manager.

**You can use this space to make your complaint. Please provide as much detail as you can about why you are making a complaint such as, dates, times, places, names of people involved and events.**

Your name:

Your address:

Date of your complaint:

What is the best way to contact you to discuss the complaint?