Robertsbridge & Salehurst helping hands

Robertsbridge and Salehurst Helping Hands ('Helping Hands') has as its aim, doing tasks for those people in Robertsbridge and Salehurst ('Villagers') who have certain needs, which the team of volunteers in Helping Hands can accomplish for them.

However, Helping Hands accepts that in doing various tasks for the benefit of Villagers, sometimes things may go wrong.

This policy explains what should happen if a problem arises.

If you have a concern or complaint about your experience as a Villager being helped by Helping Hands

Stage 1

In the first instance you should raise it with any member of the Management Committee. If the issue requires discussion, they will arrange a time with you when you can speak privately with that member of the Management Committee about your concern. We hope that this discussion may be able to resolve your complaint.

Stage 2

If, after following the route above, you feel your concerns have not been resolved or properly listened to you should contact the Chair of Helping Hands, to arrange an appointment to discuss the issues in question. Your appeal will be investigated by the Chair of Helping Hands, or their nominee and their decision will be final.

Revised November 2026

Approved by Committee 4 November 2026

To be revised every 3 years

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helping hands