

Allhallows Community Centre, Fletchertown

Complaints Procedure

POLICY STATEMENT

Allhallows Community Centre Management Committee is committed to maintaining its strong partnership with members of the local community and the users of the Centre. We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims.

If any user of Allhallows Community Centre or member of the local community is unhappy about the standard of service provided, the quality of the facilities within the Centre, the safety of users, the handling of a particular situation or issue, or any other matter, Allhallows Community Centre Management Committee would wish to work to rectify this.

Allhallows Community Centre Management Committee is committed to equal opportunities and we take all complaints including those about discrimination very seriously. The adoption of a clear complaints procedure will help the Allhallows Community Centre Management Committee to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

AIMS

In all its activities the Centre Management Committee will aim to:

- Operate in a professional and efficient manner, which will please customers, contractors and members of the community and minimise cause for complaint.
- Treat all users in a fair and equitable manner and in accordance with the Committee's equal opportunities policy.
- Provide a transparent and fair complaints procedure which is clear and easy to for anyone wishing to make a complaint.
- Make sure all complaints are investigated fairly and in a timely way.
- Seek resolutions that are acceptable to all parties and that relationships remain healthy, so all our customers benefit.
- Learn from complaints and their resolution to improve operating procedures and the attractiveness of the Centre and the facilities it offers.
- Encourage feedback from users and other members of the community on how the Centre meets the requirements of the community.
- Achieve constant improvement in operating processes and procedures to make the Community Centre a facility that is a pleasure to use.

PRINCIPLES

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Allhallows Community Centre. The Committee expects it will hear about a complaint within three months of any incident.

Where complaints come from

Complaints may come from members of the public or persons and organisations using the Centre, local residents or suppliers or their representative. A complaint can be received verbally, face to face or by phone (in which case we will keep a note of your complaint), by email or by letter.

Confidentiality Assured

All complaints will be handled sensitively and confidentially, telling only those whom need to know and follow any relevant data protection requirements.

The Trustees will not discriminate in any way in their dealings with handling complaints.

Allhallows Community Centre, Fletchertown Complaints Procedure

Whoever you speak to regarding your complaint, they will be respectful, calm and listen in order to understand your complaint. We will take notes to record the facts so we can deal with your complaint. We may seek clarification on some details in order to help you more effectively. We will also ask what a successful resolution will look like from your point of view.

Responsibility

Overall Responsibility for this policy and its implementation lies with the Allhallows Community Centre Management Committee. The Committee aims to acknowledge complaints within five working days and give a full response to complainants within two weeks. If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

COMPLAINTS PROCEDURE

What to do if something goes wrong: Step 1 - Informal

Informal complaints should be raised with the Chairperson, Vice Chairperson or Secretary. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

If we can't address concerns right away: Step 2 - Formal

Formal complaints will normally be investigated by the Chairperson in the first instance. If the complaint directly concerns the Chairperson, complainants should contact the Vice Chairperson, who may consult with the rest of the Committee members.

Formal complaints should be made in writing making clear all the facts relating to the complaint, your name, address, telephone number and email so we might contact you in the way that suits you best. Once we have received your complaint and all the related details, we will first acknowledge your complaint within five working days or sooner.

We will take steps to speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward. Where we have to gather information which may take a little time, we will do so and respond to you not later than four weeks after receiving your complaint. If your complaint is complex, we will agree a timescale with you that may be longer than this, sharing the steps required so everyone understands why this is necessary. It is important that in any correspondence that you quote the reference provided.

In responding to your complaint, we will share with you what action we have taken, the conclusions we have reached from any investigation and any action resulting from your complaint.

Any safety concerns that would endanger a user of Allhallows Community Centre, volunteer, member of staff or contractor, will be dealt with as soon as notice is given by the Chairperson or in his/her absence the Vice Chairperson.

Monitoring, Evaluation and Review

Where a complaint has specific implications for Centre operating procedures, these will be reviewed at the earliest opportunity and any changes that are deemed necessary approved at the next Committee meeting. These changes will then be communicated to all Centre users.

All complaints will be logged by the Chairperson and "complaints" will be a regular agenda item at Committee meetings. The Allhallows Community Centre Management Committee will conduct an annual review of the outcome of all complaints prior to the annual general meeting as part of its policy of continued process improvement.

**Appendix I: Gathering Information
About Your Complaint**

Date:

The Facts About Your Complaint:

How You Would Like to be Contacted:

Name:

Address:

Email address:

Telephone:

Mobile:

Progress and contact record: