



Hale Community Centre

Complaints Policy

INTRODUCTION

This document aims to help you understand the complaints procedure managed by Hale Community Centre Board of Trustees.

WHAT CAN YOU COMPLAIN ABOUT?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

WHO WILL DEAL WITH YOUR COMPLAINT?

All complaints should be sent to the Centre Manager who will address the issue and respond in writing. If you are not happy with the response, then you will be invited to address your complaint to the Board of Trustees, who will listen to your concerns, consider the issues and whether the Centre Manager's actions were appropriate. The Board of Trustees will then decide on any further actions

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy

WHEN WILL YOU HEAR FROM US?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint

If the complaint is complex, we aim to let you have a full reply within twenty-five working days

Any safety concerns that would endanger a Hale Community Centre user would be dealt with immediately notice is received.



HALE COMMUNITY CENTRE COMPLAINTS FORM

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

Name and Organisation (if applicable):

Address (including postcode):

Telephone:

Email:

Tell us about your complaint, clearly outlining:

a) Why are you not satisfied?

b) What do you want us to do to put things right?

Have you tried to resolve your complaint? If "yes," when? If "yes," how?

Any other comments?

Signed

Print name:

Date:

Organisation (if applicable):

HALE COMMUNITY CENTRE POLICY ON PUBLIC INTEREST DISCLOSURE - WHISTLE BLOWING POLICY

The Hale Community Centre Board of Trustees is committed to ensuring the highest possible standards of care and the highest possible ethical standards in delivering the services it provides. This policy demonstrates the Board of Trustees' commitment to recognise and act in respect of malpractice, illegal acts or omissions by trustees, staff, consultants, contractors, Community Centre users and/or volunteers.

It is the responsibility of the Board of Trustees to ensure that if they become aware that the actions of other trustees, staff, consultants, contractors, Community Centre users and/or volunteers might compromise this objective, they will be expected to report the matter in the safe knowledge that this matter will be treated seriously and sensitively

SCOPE OF THE POLICY

The policy applies to all trustees, staff, consultants, contractors, Community Centre users and/or volunteers.

Situations may arise when it is not appropriate or the "concerned" person feels unable to report incidents to the most "available" member of the Board of Trustees.

These may include:

- malpractice or ill treatment of a child, young person and/or vulnerable adult;
- suspected fraud;
- a criminal offence is, has or likely to be committed;
- disregard for legislation e.g., health and safety legislation;
- damage to the environment.

This list is not exhaustive.

PROCEDURE FOR REPORTING

- 1) All trustees, staff, consultants, contractors, Community Centre users and/or volunteers who believe they have concerns as described on the complaints form, are encouraged to discuss them with the person(s) involved.
- 2) In certain cases, it is recognised that individuals may be reluctant to voice their concerns, particularly if the conduct or action of a colleague is involved. If this situation is applicable, the person is requested to discuss their concerns with the chairperson for the Hale Community Centre.

- 3) The Board of Trustees will do its utmost to ensure that a “concerned” person feels able to raise such concerns confidentially and without fear of later action being taken against them
- 4) In all cases, the “concerned” person has the right to discuss their concerns with the chairperson for Hale Community Centre.
- 5) All trustees, staff, consultants, contractors, Community Centre users and/or volunteers are reminded of their obligations about confidentiality and to only discuss concerns on “a need-to-know basis”

BOARD OF TRUSTEE’S RESPONSIBILITIES are as follows:

- 1) Take the concern seriously;
- 2) Consider the issues fully and sympathetically;
- 3) Recognise that raising a concern can be a difficult experience for some;
- 4) Seek advice where necessary;
- 5) Treat the matter confidentially;
- 6) Reassure the “concerned” person about protection in case of reprisals or victimization.

The “concerned” person will receive an initial written response within five working days, including details of any further action to be taken, and a full written response within seven working days of the completion of the investigation.

If the “concerned” person is not satisfied with the outcome, the Board of Trustees recognises the right of individuals to pursue the matter further. The full Board would be called together to consider the concerns.

Confidentiality is a priority in such sensitive situations. Concerns about the Board of Trustees, the Chairperson would consider the complaint.