



Hale Community and Youth Centre

2026/27 Complaints Policy

Listening, responding and learning from feedback

1. Purpose of this Policy

Hale Community and Youth Centre is committed to providing high-quality services and a safe, welcoming environment for everyone. We recognise that sometimes things may go wrong, and we encourage people to tell us when they are unhappy so we can put things right and learn from the experience.

This policy explains how to make a complaint, how we will respond, and what you can expect from us.

2. What You Can Complain About

You can complain about anything you believe falls below a reasonable standard, including:

- quality of facilities or services
- safety or wellbeing of users
- how a situation or issue was handled
- how personal data was managed
- behaviour of staff, volunteers or trustees
- discrimination or unfair treatment

We take all complaints seriously and treat everyone with respect and courtesy.

3. How to Make a Complaint

You can make a complaint by:

- completing the Hale Community and Youth Centre's Complaints Form
- emailing or writing to the Centre Manager
- telephoning the Centre
- asking someone to support you to make a complaint

We will make reasonable adjustments to support anyone who needs help to raise a concern.

4. How We Will Respond

We will:

- acknowledge your complaint within **ten working days**
- investigate the issue fairly and proportionately
- provide a full written response within **twenty working days**

- let you know if more time is needed for complex matters
- take immediate action if a safety concern is raised

5. If You Are Not Satisfied

If you are unhappy with the Centre Manager's response, you may ask for your complaint to be reviewed by the **Board of Trustees**. The Board will:

- listen to your concerns
- consider whether the response was appropriate
- decide whether further action is needed

The Board's decision will be provided in writing.

6. When This Policy Does Not Apply

Some concerns fall outside the Complaints Policy:

- **Safeguarding concerns** are handled under our Vulnerable Adult and Child Safeguarding Policy.
- **Concerns about wrongdoing, malpractice or illegal activity** should be raised under the Whistleblowing (Protected Disclosure) Policy.
- **Personal employment issues** should be raised under the Grievance Policy.

7. Learning from Complaints

We use complaints to improve our services. The Centre Manager will report anonymised themes to the Board of Trustees.

8. Review of this Policy

This policy will be reviewed annually or sooner if required.