



Complaints Policy

Introduction

This document aims to help you understand the complaints procedure managed by Ashenground Community Centre.

What can you complain about?

Ashenground Community Centre recognises that, despite its best efforts, there may be occasions when a group or individual may wish to complain about the Centre's actions or lack of actions.

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.

Ashenground Community Centre views a complaints procedure as an efficient way of dealing with any complaint and a means of preserving the good reputation of the Centre through a transparent and fair process.

Who will deal with your complaint?

All complaints should be sent, in the first instance, to the Centre Manager (if he/she is not the subject of the complaint), who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take.

- If the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to raise the complaint in writing with the Chair of the Management Committee.
- The Chair will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision.

If the Centre Manager is the subject of the complaint the complaint should be addressed to the Chairman of the Trustees, placed in a sealed envelope and handed in to the office. The Chairman will select a Trustee who is not involved in or the subject of the complaint to deal with the matter, who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take.

- In this instance if the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to appeal to the Chairman of the Trustees who will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision.

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

ASHENGROUND COMMUNITY CENTRE



Telephone: 01444 447050
E-mail: ashengroundcc@talktalk.net
website: www.ashengroundcc.org

Southdown Close
Haywards Heath
West Sussex
RH16 4JR

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 Community Hall user would be dealt with immediately notice is received.

Further Action

The Centre Manager and the Chair of the Management Committee will report complaints to the Management Committee at the next meeting.

The Committee will monitor complaints to identify trends and ensure that working practices and procedures are adapted where necessary.

Complaint Form

A complaint form is at the rear of this Policy in Appendix A

Approved by the Board of Trustees

Tuesday 5th February 2019

Registered Office: Ashenground Community Centre
Southdown Close, Haywards Heath, West Sussex RH16 4JR

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Registered Charity No. 1093850



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POLICY ON PUBLIC INTEREST DISCLOSURE (Whistle Blowing Policy)

Introduction

Ashenground Community Centre 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 Trustee's commitment to recognise and take action in respect of malpractice, illegal acts or omissions by the Trustees, Committee members, Community Centre staff, Hall users and/or volunteers.

It is the responsibility of all Trustees, Committee members, Community Centre staff, Hall users and/or volunteers to ensure that if they become aware that the actions of other Trustees, Committee members, Community Centre staff, Hall 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, Committee members, Community Centre staff, Hall 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" Trustee.

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, Committee members, Community Centre staff, Hall users and/or volunteers who reasonably 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 Trustees of Ashenground Community Centre.
3. The Trustees will do their utmost to ensure that a "concerned" person feels able to raise such concerns confidentially and without fear of subsequent action being taken against them.

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4. In all cases, the “concerned” person has the right to discuss their concerns with the chairperson for the Trustees of Ashenground Community Centre.
5. All Trustees, Committee members, Community Centre staff, Hall users and/or volunteers are reminded of their obligations with regard to confidentiality and to only discuss concerns on “a need to know basis”.

Trustees Responsibilities

These 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 the event of possible reprisals or victimisation.

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 Trustees recognise the right of individuals to pursue the matter further. The full Board of Trustees would be called together to consider the concerns. Confidentiality is a priority in such sensitive situations.

Concerns about the Chair of Trustees

If the concerns were about the Chairman, the deputy Chairman or Senior Trustee would consider the complaint.

Approved by the Board of Trustees

Tuesday 5th February 2019



Appendix A

Ashenground Community Centre Complaints Form

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

1. Name and Organisation (if applicable):

2. Address (including postcode):

3. Telephone: Email:

4. Tell us about your complaint, clearly outlining:

4a. Why are you not satisfied?

4b. What do you want us to do to put things right?

5. Have you tried to resolve your complaint before?

If "yes", when? If "yes", how?

6. Any other comments?

Signed

Print name

Organisation (If applicable)

Date