

## Complaints Policy

### Introduction

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

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

### 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 or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

### Procedure for Handling Complaints

The Trustees believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved. The main aim throughout the process is to resolve the matter as quickly and effectively as possible to everybody's satisfaction.

#### Stage 1: Informal Complaints

Informal complaints can be raised with any Trustee or emailed to [tarporley@community-space.org](mailto:tarporley@community-space.org) or by telephone to 01829 700575. Complaints and their outcome will be logged with the Complaints Officer. If necessary, a complaint may be forwarded to an appropriate officer. We aim to address all informal complaints within 10 working days.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

#### Stage 2: Formal Complaints

All formal complaints should be either posted to Tarporley Community Centre, High Street, Tarporley, CW6 0AY, put into the letter box at the building or emailed to [tarporley@community-space.org](mailto:tarporley@community-space.org). They should be addressed to the Chair of Trustees or the Complaints Officer. If the complaint directly concerns the Chair or the Complaints Officer the Complainant should contact the Vice-Chair of Trustees.

We will let you know we have received your complaint within 10 working days.

In most cases you will receive a full written response to your complaint within 20 working days of us receiving the complaint. 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.

### **Stage 3: Escalation of Formal Complaints**

If you are not happy with the response at Stage 2 you will be invited to address your complaint to the a sub Committee of Trustees, not including any officers involved at Stage 1 or 2, who will listen to your concerns, consider the issues and whether the actions taken at Stage 2 were appropriate. The committee will then decide if any further actions are appropriate. This process may take up to 15 working days.

A written statement will be issued following any Committee hearing setting out the Trustees' final position regarding the complaint within 10 days working days of the hearing.

#### **Please note:**

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

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

### **Monitoring and Evaluation**

The Trustees will annually review the outcome of all complaints at an ordinary meeting to inform their policies and practice to ensure the continued improvement in the services provided.