

Registered Charity No 1040034  
High Street, Tarporley, CW6 0AY

## Complaints Policy and Procedure

### Introduction

Tarporley Community Centre Management Committee is committed to maintaining its strong partnership with members of the local community and the users of the Community 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 the Community Centre or member of the local community are 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, Tarporley Community Centre Management Committee would wish to work to rectify this.

The Management Committee are committed to equal opportunities and take complaints about discrimination very seriously.

The adoption of a clear complaints procedure with the 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.

### Procedure for Handling Complaints

Tarporley Community Centre Management Committee 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 Community Centre Management Committee aim 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.

All safety concerns that would endanger a user of the Community Centre will be dealt with immediately notice is given by the Chairperson or in his/her absence the Treasurer.

The Management Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

### Stage One: Informal Complaints

Informal complainants should be raised with the Chairperson. The relevant contact details can be found on the Community Centre web-site [tarporley@community-space.org](mailto:tarporley@community-space.org) or on the notice board inside the Centre.

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

### Stage Two: Formal Complaints

Formal complaints should be made in writing and will normally be investigated by the Chairperson in the first instance.

If the complaint directly concerns the Chairperson complainant should contact the Treasurer, who will consult with the rest of the committee members.

A written response will be given by the Chairperson to all formal complaints.

### Stage Three: Escalation of Formal Complaints

Should a complainant not be happy with the Chairperson's response, they may raise their complaint with Cheshire Community Action.

They can be contacted at: Cheshire Community Action, Queens House Annexe, Queens Road, Chester, CH1 3BQ. Please address any complaints to Claire Jones.

### Monitoring, Evaluation and Review

The Tarporley Community Centre Management Committee will annually review the outcome of all complaints at their ordinary meetings to inform their policies and practice to ensure the continued improvement in the services provided.