



Complaints Policy

Introduction

The Petuaria Community Centre is a vibrant hub of village life and the Trustees' aim is to continue to provide much-needed public facilities to enable the residents and community organisations of Brough and surrounding villages to meet and pursue their mutual interests and thus enhance the social welfare of the community in general.

Whilst we would like everyone who uses the centre to enjoy a positive experience, we recognise that on rare occasions satisfaction may fall below that to which we aspire, and on such occasions, we have outlined how we will deal with any complaints, formal or informal, so we might learn from these and, where appropriate, change how we do things to avoid any repetition.

We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint. Our policy is intended to:

- Provide a transparent and fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Make sure the trustees and staff know what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely way
- Make sure that complaints are, wherever possible, resolved quickly and that relationships remain healthy, so that all our customers benefit
- Gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Petuaria Community Centre.

The Committee expects to hear about a complaint within three months of any incident.

Where Complaints Come From

Complaints may come from members of the public or persons and organisations using the facilities. A complaint can be received verbally, face to face or by phone (in which case we will keep a note of your complaint), by email or by letter.

Confidentiality Assured

All complaints will be handled sensitively and confidentially, telling only those who need to know, and following any relevant data protection requirements.

The Committee will not discriminate in any way in their dealings with handling complaints.

Whoever you speak to regarding your complaint, will be respectful and calm, and they will listen to your complaint. We may seek clarification on some details in order to help you more effectively.

Once we have listened to your complaint, we will repeat this back to you to ensure we have understood correctly. We will also ask what a successful resolution will look like from your point of view.

Responsibility

Overall responsibility for this policy and its implementation lies with the Trustees.

What to do if Something Goes Wrong: Stage 1 – Informal

If your complaint cannot be resolved by our Site Manager, it is important to us that you make your concerns known to the Committee at the earliest opportunity, so that we might understand your concerns and seek to address these, right away. We know from experience that if we have an understanding early enough, we can often put matters right so that your experience is a positive one; as it should be.

The Site Manager can be contacted by email at manager@petuariacentre.co.uk or by telephone on **07582 649862**.

The Committee can be contacted by email at admin@petuariacentre.co.uk or by writing to:

Brough Community Centre Management Committee
The Petuaria Centre
Centurion Way
Brough
East Yorkshire
HU15 1DF.

If your complaint is about the Site Manager, please contact the Trustees in the first instance.

All complaints received will be recorded and retained in line with data protection legislation and confidentiality assured.

The Site Manager will seek to establish all the facts quickly and act in everyone's best interests. If required, there may be a need to raise your concern with the Committee which may take a little time, depending on their availability. Please remember,

Committee members give of their time voluntarily and are keen to ensure the charity and all the activities associated with the centre are successful.

If We Can't Address Your Concerns Right Away: Stage 2 – Formal

Sometimes, even prompt action may not resolve an issue to your satisfaction. In these circumstances, please put your concerns in writing via email. With your complaint, include for example:

- All the facts related to the complaint
- Your name, address, telephone number and/or email address so we might contact you in the manner which suits you best
- Please help us to understand your relationship with Petuaria Community Centre, e.g. hall user, local resident, etc.

Once we have received your complaint and all the related details, we will first acknowledge your complaint within three working days or sooner. We will send you a copy of this complaints policy to confirm how we will handle your complaint.

We will take steps to speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward. When we must gather information, which may take a little time, we will do so and respond to you no later than 14 days after receiving your complaint. If your complaint is complex, we will agree a timescale with you that may be longer than this, sharing the steps required so everyone understands why this is necessary.

In responding to your complaint, we will share with you what action we have taken, the conclusions we have reached from any investigation and any action resulting from your complaint.

If You are Not Satisfied with our Response: Stage 3

If you believe your complaint hasn't been satisfactorily resolved, then you can request that your complaint be reviewed by the Trustees at their next formal meeting. It is important that you respond within a month of receiving our letter of outcome and conclusion, so that we can expedite the matter effectively.

Final Stage 4

All complainants have the right to approach the Charity Commission at any stage, although they will seek to ensure you have tried to resolve the matter locally first. Details are available from their website at <http://www.charitycommission.gov.uk>.

Variation of the Complaints Procedure

The Committee may vary the procedure on occasion for good reason, for example, to avoid any conflict of interest.

Repeated and Vexatious Complaints

In the event of repeated or vexatious complaints, the Trustees will write and acknowledge the number of complaints received, actions and decisions taken, the reasons for the decisions and actions, together with the amount of time taken to this point, which must be disproportionate to the complaint.

Monitoring and Learning from Complaints

Complaints will be reviewed annually to identify any trends which may indicate a need to take further action or change the way we operate.

What this Policy Covers

This Complaints Policy does cover any issue related either to someone employed under contract, or who is volunteering for the charity.