

## Complaints Procedure



### **Appendices:**

Appendix A – Meeting Request Form

Appendix B – Centre Formal Complaint Form

Appendix C – Centre Formal Complaint Review Request Form

### **1. General Principles:**

- a. This procedure is intended to enable you to raise a concern or complaint relating to the centre, or the services that it provides.
- b. An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- c. To enable a proper investigation, concerns or complaints should be brought to the attention of the centre as soon as possible. In general, any matter raised more than 3 months after the event being complained of, will not be considered.

### **2. Raising a concern or complaint - Informal Stage**

- a. In the first instance complaints/concerns should be communicated directly with the centre or member of staff concerned. This may be in person, by letter, by telephone, or by appointment on request via the centre office through a meeting request form. (Appendix A) Many concerns can be resolved by simple clarification and it is anticipated that most complaints will be resolved by this informal stage.
- b. In the case of serious concerns it may be appropriate to directly proceed to the formal complaints stage detailed below.

### **3. Raising a concern or complaint - Formal Stage**

- a. If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the Centre Manager, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the Centre Manager, your complaint should be passed to the Chair of the Trustees. A complaint form is provided to assist you. (Appendix B) This form should be completed with as much detail as possible.
- b. It is important that you include a clear statement of the actions that you would like the centre to take to resolve your concern. The completed form should be placed in a sealed envelope addressed to the Centre Manager, or to the Chair of the Trustees, as appropriate.
- c. The Centre Manager (or Chair) may invite you to a meeting to clarify and discuss your concerns and to explore the possibility of an informal resolution.
- d. If your complaint is not resolved through a meeting with the Centre Manager (or Chair) arrangements will be made for the matter to be investigated further, using the appropriate procedure. You will receive a letter, usually within 5 days of the centre receiving your formal complaint, explaining how the centre intends to proceed. This letter will include an indication of the anticipated timescale.
- e. Once a complaint has been investigated and has concluded you will be informed in writing of its conclusion.
- f. If you are not satisfied with the manner in which the process has been followed, you may request that the Trustees review the process followed by the centre in handling the complaint. Any such request must be made in writing to the Chair of the Trustees, within 10 working days of receiving notice of the outcome, and include a statement specifying any perceived failures to follow the procedure. The

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procedure described below will be followed. A review request form is provided for your convenience. (Appendix C)

#### **4. Review Process**

- a. Any review of the process followed by the centre will be conducted by a panel of three Trustees. This will usually take place within 10 working days of receipt of your request.
- b. The review will normally be conducted through consideration of written submissions, but reasonable requests to make oral representations will be considered sympathetically.

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