



Complaints Policy

Introduction

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

What can you complain about?

The Park 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.

The Park 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 Trustees (if he/she is not the subject of the complaint). They will then address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take.

If the trustee is the subject of the complaint the complaint should be addressed to one of the other Trustees, placed in a sealed envelope and handed in to the desk located in the lobby in the tray marked Trustees. A Trustee who is not involved in or the subject of the complaint will deal with the matter, 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 board 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. Trustees word on the matter are final.

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 trustees will report complaints at the next meeting.

The trustees 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

Approved by the Board of Trustees

January 2024