

# Plawsworth & Kimblesworth Community Association

## Complaints Policy

Plawsworth & Kimblesworth Community Association views 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:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone in Plawsworth & Kimblesworth Community Association knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To 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 Plawsworth & Kimblesworth Community Association or Centre.

### **Where Complaints Come From**

Complaints may come from any person or organisation that has a legitimate interest in Plawsworth & Kimblesworth Community Association *e.g.* centre users, members, or members of the local community.

All complaints must be received using the Complaints Form.

This policy does not cover complaints from staff, as they should use Plawsworth & Kimblesworth Community Association's Discipline and Grievance procedures.

### **Confidentiality**

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

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the management committee

### **Review**

This policy is reviewed regularly and updated as required.

Adopted on:.....29.01.2017...

# Plawsworth & Kimblesworth Community Association

Last reviewed:.....

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## Complaints Procedure

### **Publicised Contact Details for Complaints:**

Completed complaints forms may be sent to The Secretary, Plawsworth & Kimblesworth Community Association, Plawsworth & Kimblesworth Community Centre, Nettlesworth, Chester le Street DH2 3PN or by e-mail to [admin@pkcommunityassociation.co.uk](mailto:admin@pkcommunityassociation.co.uk)

### **Receiving Complaints**

Complaints forms are available from the community centre, please ask a committee member or the caretaker, or from the website at [www.pkcommunityassociation.co.uk](http://www.pkcommunityassociation.co.uk)

### **Resolving Complaints**

#### **Stage One**

The complaint form should be passed to the Secretary within one week of it being received.

On receiving the complaint, the Secretary records it in the complaints log and then delegates an appropriate person (either the Chair or a Trustee) to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

#### **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Board who will appoint a sub-committee group of 3 to consider it.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The sub-committee may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

## **Plawsworth & Kimblesworth Community Association**

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

### **External Stage**

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

### **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.