

Complaints Policy

Purpose

Our complaints policy provides a structure for the fair and rapid handling of any complaints as they arise. This is essential in maintaining the integrity of the organisation.

Scope

This process is to be followed for any complaints raised by users or volunteers involved with the centre. It will also be followed in the event of a complaint from local residents or bodies with local interest.

For matters relating to conduct of employees, the staff handbook shall be consulted.

Procedure

In most case complaints shall be raised and resolved locally. This will deal with minor issues and should have a near immediate response as to what corrective action will be taken.

Where a complaint is of a more serious nature, or cannot be handled locally due to other factors then it should be raised via email to a director or trustee. The recipient shall then respond with either a resolution or an action plan within 7 days of receipt of the email.

If the complaint requires more in depth investigation then a meeting shall be convened between at least two directors / trustees and the complainant. The complainant may have a second person in attendance. The issues will be discussed and the outcome recorded. This must then be relayed to the other trustees / directors, unless there is a legal reason not to do so.

If the complaint is unable to be resolved, then at least one of the community trustees must be consulted for direction on how to progress the issue.