



Registered Charity Number 1150814

Complaints Procedure

Any expression of dissatisfaction regarding any aspect of the service or activities of Portchester Community Centre should be regarded as a complaint. A complaint does not have to be written, it may be made in person, over the phone, or by e-mail.

In the event of a complaint being received the following procedure should be followed:

Informal

The problem should be resolved as soon as possible with the person concerned, preferably on the same day or within 14 days of the complaint being made. The complainant must be informed who is dealing with the complaint and when they will receive a response. Where the complaint is made by telephone, full details should be taken.

It is hoped that the vast majority of complaints are dealt with at this informal stage.

A written note of the complaint and the details of its resolution should be kept on file for reference, should it be necessary to refer back to it later, for example in the event of a further complaint on the same topic.

Formal

In the event of the problem not being resolved between the complainant and member of staff or person concerned (respondent), or if the complainant wants the matter dealt with by a more senior person, then a written complaint should be sent to the Centre Manager. The complaint will be acknowledged in writing 72 hours.

The Manager investigates the complaint, including interviewing the complainant and others to establish the facts. He/she keeps the complainant informed of progress and any possible delays.

A written response and personal explanation by the Manager is made to the complainant within 28 days of the complaint being made.

If the complaint is about the Management or the complainant is not happy with the manager's response, it is to be referred to the board of Trustees, who will nominate a member who will deal with the complaint as necessary.

All complaints must be logged and reported to the Trustees at each Trustee meeting. Every 12 months the Centre Manager(s) must review all complaints received and identify any trends emerging. This review feeds into the service strategy review and appraisals where appropriate. The review will be documented.

Notes

Details of the complaint must be passed to the Centre Manager(s)

It is the responsibility of the Centre Manager to fully investigate the complaint. This may include discussing the situation with a member of staff or those concerned and/or contacting the complainant for further information.

1. Basic information about the complaint must be recorded in the Central Record and a substantive written response produced to the complainant within 5 working days. This response should also be kept on the Central Record.

2. The response must offer the complainant a further review if they remain dissatisfied and, where the complaint is justified, an apology and details of what the service will do to put things right.

16th July 2013

Reviewed 5th December 2022

Reviewed and approved by Warner Goodman February 2020