

COMPLAINTS POLICY

1 Introduction

This document aims to help you understand the complaints procedure managed by the Longhoughton Community and Sports Centre Trust. We view any complaint 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.

2 What can you complain about?

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, equal opportunities, discrimination or any other matter. We are committed to take all complaints very seriously.

3 Who will deal with your complaint?

All complaints should be sent to the Secretary who will address the issue and respond in writing. The Secretary will be responsible for tracking progress of the complaint and ensuring that the matter is being dealt with in a timely manner. If you are not happy with the response, then you will be invited to address your complaint to the whole committee, who will listen to your concerns, consider the issues and whether the Secretary's response was appropriate. The committee will then decide on any further actions.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

4 When will you hear from us?

We will let you know that we have received your complaint as soon as possible but not later than ten working days of receipt. We will write to you or telephone you.

We will endeavour to answer complaints as quickly as possible. In most cases complainants will receive a full written response 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 has to be referred to the board of trustees, which is made up from volunteers who meet monthly, then the complainant will be advised of an expected resolution date within a month of the acknowledgement of the 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.

5 Review by the Board of Trustees

A summary of all complaints will be drawn to the attention of the Board of Trustees.

6 Longhoughton Community and Sports Centre Trust Complaints Form – See Appendix.

Please use this form to make your complaint. It can be requested from the Secretary –

adrian.hinchcliffe@btopenworld.com or down loaded from the Centre website

www.longhoughtoncommunitycentre.org If you prefer you can write a letter or telephone the Secretary

(address and telephone number on the Appendix) please give the following information:

- Name and Organisation (if applicable)
- Address (including postcode):
- Telephone: Email:
- Tell us about your complaint, clearly outlining:
- Why are you not satisfied?
- What do you want us to do to put things right?
- Have you tried to resolve your complaint before?
- If "yes", when and how?
- Any other comments?

Reviewed February 2024 Approved 14 May 2024

Next Review Date February 2025

LONGHOUGHTON COMMUNITY AND SPORTS CENTRE TRUST	
COMPLAINTS FORM	
<p>If you have a complaint about the service or facilities at the Longhoughton Community and Sports Centre please complete the information below so that we can consider your complaint and respond.</p>	
<p>NAME.....</p>	
<p>ORGANISATION (if any).</p>	
<p>POSTAL ADDRESS OF COMPLAINANT.....</p> <p>.....Post Code.....</p>	
<p>EMAIL ADDRESS OF COMPLAINANT.....</p>	
<p>TELEPHONE NUMBER OF COMPLAINANT .Land Line</p>	<p>Mobile</p>
<p>PLEASE DESCRIBE YOUR COMPLAINT</p>	
<p>WHY ARE YOU NOT SATISFIED?</p>	
<p>HOW DO YOU THINK WE CAN PUT THINGS RIGHT?</p>	
<p>HAVE YOU TRIED TO RESOLVE YOUR COMPLAINT BEFORE?</p> <p>YES/NO</p> <p>IF YES, HOW HAVE YOU TRIED?</p>	
<p>ANY FURTHER COMMENTS</p>	
<p>SIGNED</p> <p>DATE</p>	
<p>WHAT TO DO WITH THIS FORM</p> <p>Send this form to the Secretary of the Trust: Adrian Hinchcliffe, The Croft, Boulmer, Alnwick. NE66 3BW OR Email to adrian.hinchcliffe@btopenworld.com or Phone 01665 572888.</p>	