



Complaints Policy and Procedure

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Related Procedural Documents	Protection of Children and Vulnerable Adults Policy, Volunteer Management Policy
<p>In the case of hard copies of this policy the content can only be assured to be accurate on the date of issue marked on the document.</p> <p>For assurance that the most up to date policy is being used, readers should refer to the version held on the Funtington District Community Centre website http://funtingtoncommunity.org/</p>	

1. Introduction

Funtington and District Village Hall Trust (the Trust) is an unincorporated association and is a registered charity: number 305373. It aims to provide its users with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

The Trust works very hard to get the job right first time but sometimes mistakes can occur. If it can respond to user feedback quickly and effectively, problems and mistakes can be prevented from happening again.

Complaints can often arise from differences of understanding, perception or beliefs but they provide a valuable indication of the quality of services provided and this information can, and will, be used to help improve services.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect.

2. Purpose

This policy describes how the Trust will respond to complaints, concerns and comments raised by users of our services. It will be publicised to organisations and others using our services.

3. Scope

This policy applies to all volunteers, workers and users.

4. Responsibilities

The Committee of Management (the Committee) has overall responsibility for the effective operation of this policy and to bring its existence to the attention of all; providing training as and when necessary. The Committee is also responsible for ensuring, on a monthly basis, the receipt of details of any breaches of this policy and the actions taken.

All users have a duty as part of their involvement with the Trust to do everything they can to ensure that the policy works in practice.

5. Process

If you have a complaint, you should tell us about it

- a) If you have a complaint, it should be made to the Trust Secretary (the Secretary), who will try to resolve the issue informally. If you are not capable of doing this in person then the complaint can be made by a relative or carer of the complainant.
- b) If you deem the issue to be more serious, or you are not satisfied after raising it informally with the Secretary, you should make a formal complaint.
- c) Your complaint should be made in writing, marked 'Private and Confidential' and sent to the Secretary who will acknowledge it in writing; normally within 7 days of receipt. NB: you should keep a copy of your letter.
- d) The Secretary will give the complaint a reference number and open a file, which will include all appropriate documentation.
- e) The Secretary, in consultation with the Chairman of the Committee, will investigate the complaint (See checklist Appendix A).

- f) Within a reasonable time frame - normally 21 days, the Secretary will write to you with the results of the investigation and any actions taken or to be taken to improve the quality of the services provided.
- g) If you are dissatisfied with the outcome of the investigation, you have the right to put your complaint in writing to the Secretary, following which it will be heard by a panel, comprising at least three members of the Committee. You will be advised of the date and time of the panel meeting and will be invited to attend, when you may speak in support of your complaint if you wish.
- h) If attending personally, you have the right to be accompanied by a friend or advocate to help you put your case. (The panel also has the right to have an advisor present).
- i) The panel members will listen to all the evidence presented and decide by a majority vote whether your complaint is valid, or provide reasons if your complaint is not upheld.
- j) The decision of the panel will be final.
- k) Where appropriate, the panel Chair will send you a written apology and details of any further action necessary to prevent the issue arising again and, thereby, improve the quality of the services provided.
- l) All formal complaints and the responses made to them will be recorded and filed in a secure place, along with any action taken.

6. Organisational Learning

- a) At each Committee meeting, the Secretary will inform the Committee of the number and nature of any formal complaints received and their outcome.
- b) Annually, consideration will be given to the implications of complaints or suggestions received. These considerations will be fed into the planning and management of future services, as part of the Trust's self-evaluation.

Funtington and District Village Hall Trust Complaints Checklist

This checklist must be used when investigating a complaint to ensure compliance with the Society's complaints policy and procedure.

Date: [insert date of receipt of complaint] **Reference Number:** [insert ref number of complaint]

Have you conveyed verbally to the complainant the investigation procedure and timescale?	YES/NO
Have you conducted an interview to establish background to and detail of the complaint?	YES/NO
Have you written a statement about the complaint which you have dated and signed?	YES/NO
Has the complainant countersigned as correct the statement you have taken?	YES/NO
Have you given a copy of the complaint to those associated with its contents?	YES/NO
Have you asked, in writing, for a statement from those associated with the complaint within an agreed period of time?	YES/NO
Have you received the statements within the agreed time period?	YES/NO
Have you advised those being interviewed that they can have a representative or friend with them?	YES/NO
Have you interviewed all those associated with the complaint?	YES/NO
Have you written up, signed, and dated your notes from each of these interviews?	YES/NO
Have you reviewed all the evidence placed before you?	YES/NO
Have you assessed whether or not you feel there are grounds for complaint?	YES/NO
If so, have you considered all the options for action that could/should be taken as a result?	YES/NO
Are you clear in your own mind what will be the content of the discussion with the Chair about this investigation and its findings?	YES/NO
Have you discussed fully with the Chair the findings of your investigation and your recommendations for action?	YES/NO
Have you put your findings in writing to the Chair, together with the statements and notes taken during the course of the investigation?	YES/NO
Have you sent a letter to the complainant with the outcome of the investigation?	YES/NO