



Complaints and compliments Policy 2024

Hesketh Bank Community Centre (HBCC) seeks to provide a positive community centred environment for its employees, service users, trustees, partners, volunteers and stakeholders.

HBCC aims to provide the best possible service. We positively welcome suggestions and feedback on how we can improve our services.

Purpose

This policy has been developed to ensure that everyone knows the steps to follow should our service not meet/exceed your expectations and you wish to provide feedback.

Scope

If you have a complaint, compliment or feedback on our services or premises/equipment we would like you to tell us about it.

This is what you should do:

- If you have a compliment or complaint to make, it should be brought to the attention of a member of staff who will take details and try to resolve the potential issue informally.
- If the issue is serious, or you are not satisfied after raising it with the member of staff, you should make a formal complaint.
- Your complaint should be made in writing, marked "Private & Confidential" and sent to the Chairman who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, Hesketh Bank Community Centre can arrange this for you.
- An appointed Trustee shall - in consultation with the Chair of the Trustee Board – fully investigate the complaint.
- An appointed Trustee will communicate the results of the investigation to you within a reasonable time - normally 21 days.
- You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three members from the Hesketh Bank Community Centre Trustee Board.
- Where appropriate, Hesketh Bank Community Centre will make a written apology to the complainant and agree any further action necessary to make good the cause of the complaint.

- All formal complaints and the response made to them will be recorded and filed in a secure place.
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- The Trustee Board shall be informed of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services.

Where necessary complaints of a serious nature will be reported to the appropriate authority.

If you need any further information relating to this policy, please contact a member of staff.

This policy has been approved for issue by the board of trustees of HBCC.

Policy dated: 01/03/2024

Policy review date: 28/02/2025

Policy links:

Centre Health and Safety Policy
Youth Group Health and Safety Policy
Youth Group Standards of Behaviour Pledge
HBCC Safeguarding Policy