Complaints and compliments Policy 2026

Introduction
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 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 to make, please bring this to the attention of our team who will pass this on to the Board of Trustees
- If you have a complaint to make, it should be brought to the attention of a team member 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 the team, you should request to make a formal complaint.
- Your formal complaint should be made in writing, marked “Private & Confidential" and sent to the Trust 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 Trust, 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 Trust 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.
- 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, advice or guidance relation to this policy, please contact the Chairperson of the Board of Trustees.

This policy will be reviewed on an annual basis, unless circumstances arise which require the policy to be reviewed earlier.

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

Policy dated: 01/10/2026

Policy review date: 30/09/2027