



Concerns and Complaints: Policy and Procedure

1) Introduction

The Cambrian Community Centre aims to provide all our users with the quality of the facilities and services that they can reasonably expect and to treat all users in an appropriate and respectful way.

We welcome both positive feedback and also feedback which tells us how we could do better. If you think we have failed to provide a satisfactory standard of service please let us know so that we can do better.

This policy and procedure is for all Centre users: gym users, participants in our activity programme, hirers and other Centre users. In the event that a Centre user is dissatisfied with something this procedure provides guidance on how they should go about raising that concern and how they can expect the Centre to respond.

This policy and procedure will be communicated to users via the website, Centre noticeboard and in the gym induction procedure.

A concern or complaint could be about the quality of the facilities, safety and safeguarding of users, the handling of a particular situation or issue, including potential discrimination, the handling of personal data, or any other matter.

We understand a complaint is an expression of dissatisfaction. The person dealing with the concern or complaint will be seeking to resolve the matter for the complainant in the context of the Centre's policies, procedures, operation and resources.

If you have a concern with something at the Centre you might want, in the first instance, to raise your concern verbally and informally with the relevant member of staff, Activity Leader or Centre Manager. They will take your concern seriously and use their best endeavors to seek to resolve the matter.

If you are not satisfied with the response, or if you are not comfortable raising the matter informally in the first instance, you can raise the matter more formally as a complaint under this procedure.

2) Formal Complaint: Step 1

You should set out your complaint in writing. You may want to use the form provided at the end of this procedure. You should provide as much detail as possible. If you don't use the form you might want to make it clear in your letter that you are submitting a Complaint.

You should send your complaint to the Centre Manager (by email to manager@cambriancentre.org or by letter to the manager at the Cambrian Community Centre, 1 Grove Road, Richmond, TW10 6SN).

If the Centre Manager is the subject of the complaint you may instead prefer to send your complaint in writing to the Chair of Trustees (either by email to chair@cambriancentre.org or in a letter addressed to the Chair of Trustees, c/o the Cambrian Community Centre, in a sealed envelope marked 'to be opened by addressee only'). The Chair will identify a Trustee, who is not otherwise involved, to deal with your complaint.

The person dealing with your complaint will:

- send you an acknowledgement within 5 working days of its receipt.
- address the issue by undertaking any appropriate investigation. This may involve talking to you, about your complaint and/or other people, in order to understand it better
- send you a written response which will provide an explanation and/or set out what action he/she will be taking to address the point(s) you have raised. They will aim to respond to you within 4 weeks of receipt of your letter.

3) Formal Complaint: Step 2

If you are not satisfied with the response under Step 1 you may raise the complaint further by writing to the Chair of the Trustee Board (either by email to chair@cambriancentre.org or in a letter addressed to the Chair of Trustees, c/o the Cambrian Centre, in a sealed envelope marked 'to be opened by addressee only').

The Chair of Trustees will

- acknowledge receipt of your complaint within 5 working days of its receipt
- will address the issue by undertaking any appropriate investigation and endeavoring to resolve the matter
- write to you, generally within 4 weeks of receipt of your letter, setting out their decision, which is final.

4) Timescales

The timescales for responding to a complaint are indicative. In the event that it is not possible, because of the nature of the complaint or other reasons to respond to your complaint within 4 weeks the person dealing with your complaint will let you know of the reason for, and likely duration, of the delay.

5) Confidentiality, Monitoring and Review

Your complaint will be dealt with in confidence and only discussed with people who are directly involved in the matters complained of or who are involved in handling the complaint.

The Centre Manager and Chair of Trustees will report the nature of any complaints received to the Trustee Board at the next meeting. The Board will monitor complaints to identify trends and ensure that working practices and procedures are adapted where necessary.

This policy will be regularly reviewed by the Board of Trustees.

6) Respect and Courtesy

The Cambrian Community Centre aims to work with all its users in a courteous, non-discriminatory and respectful way. We expect that our users treat other users, staff and trustees similarly. In the event that a complaint is received which is, in some way, derogatory, discriminatory, malicious or otherwise offensive we reserve the right to vary the application of this procedure.

Cambrian Community Centre Complaint Form

1. Your name:

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2. Your address:

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3. Your contact details:

Email: Tel.

4. Tell us about your complaint providing as much detail as possible: (use a separate sheet if necessary)

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5. Why are you not satisfied?

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6. What do you want us to do to put things right?

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5. Have you tried to resolve your complaint before? If so please give detail of how and when:

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6. Any other comments?

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Signed

Date