



COMPLAINTS PROCEDURE

Purpose

- The Holt Community Centre is committed to providing high-quality, inclusive services. We recognise that from time to time things may go wrong, and we welcome feedback and complaints as an opportunity to improve.
 - This procedure explains how complaints can be raised and how they will be handled.
-

Scope

- Service users
- Hirers and visitors
- Staff and volunteers
- Members of the public

This procedure does not replace safeguarding or whistleblowing procedures, which must be followed where appropriate.

What Is a Complaint?

A complaint is an expression of dissatisfaction about:

- The services or facilities provided
 - The conduct of staff, volunteers, or trustees
 - Health & safety, accessibility, or equality issues
 - The handling of a previous concern
-



Informal Resolution (Stage 1)

Where possible, complaints should be raised informally in the first instance.

This can be done by:

- Speaking to a member of staff or volunteer
- Contacting the Centre Manager or Duty Manager

We aim to resolve informal complaints promptly and fairly, usually within 5 working days.

Formal Complaint (Stage 2)

If the complaint cannot be resolved informally, or the complainant wishes to proceed formally, the complaint should be submitted in writing.

Written complaints should include:

- Name and contact details
- A clear description of the complaint
- Dates, times, and locations (if applicable)
- Any relevant evidence

Complaints should be sent to:

The Management Committee, The Holt Community Centre, Kerridge Way, Holt, NR25 6DN

Acknowledgement & Investigation

- Written complaints will be acknowledged within 10 working days
- The complaint will be investigated by:
 - The Centre Manager, or
 - A nominated member of the Management Committee

All complaints will be handled fairly, impartially, and confidentially.



Response

A written response will normally be provided within 20 working days, outlining:

- Findings of the investigation
- Any actions taken or proposed
- Reasons for the decision

If more time is required, the complainant will be informed.

Escalation (Stage 3)

If the complainant is dissatisfied with the response, they may request a review by the Management Committee.

The Committee's decision will be final.

Safeguarding, Health & Safety & Serious Complaints

- Safeguarding concerns will be dealt with under the Safeguarding Policy
 - Health & safety complaints may trigger an immediate risk assessment
 - Allegations of criminal behaviour may be referred to the appropriate authority
-

Unreasonable or Persistent Complaints

The Centre reserves the right to manage complaints that are:

- Abusive, threatening, or discriminatory
- Repetitive without new evidence

Any decision to limit contact will be made fairly and recorded.



Confidentiality & Data Protection

All complaints will be handled in accordance with UK GDPR.
Information will only be shared with those who need to know.

Learning & Improvement

The Holt Community Centre will:

- Record complaints and outcomes
 - Use feedback to improve services and policies
-

Review

This policy will be:

- Reviewed annually
 - Updated following changes in legislation, guidance, or Centre operations
-

Approval

This Complaints Procedure is approved by the Management Committee of The Holt Community Centre.

Date approved: _____

Review date: _____

Signed (Chair / Authorised Person): _____