



**Stalham &
Brumstead**

Recreation Ground
and Poppy Centre

COMPLAINTS PROCEDURE

Purpose:

The purpose of this procedure is to set out the step to be followed in the event that a complaint has been received by the Charity.

Scope:

The procedure applies to all Charity operations.

Audience:

The procedure applies to all.

Contact:

If you have any questions or queries about this document and how it applies to you, please contact the Administrator.



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1. About this Procedure

The Stalham and Brumstead Recreation Ground Charity (the Charity), is committed to conducting its operations in a customer-focussed way with honesty and integrity, and expects all employees, volunteers and contractors to support this. However, there is always a risk of things going wrong from time to time. The Charity views any complaint as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has raised the complaint.

The Charity is committed to being open and accountable in response to any complaint received. This is essential in order to prevent such situations occurring and to address them when they do occur.

To help facilitate this, the Charity will clearly communicate the existence of the Procedure so that people will know how to contact the Charity to make a complaint, and the steps that will then be followed.

2. Objectives

The aim of this Procedure is to:

- a) Provide a fair Complaints Procedure which is clear and easy to use for anyone wishing to raise a complaint.
- b) Ensure that stakeholders of the Charity know what to do if a complaint is received.
- c) Ensure that confidentiality is maintained in relation to any complaint received
- d) Ensure that complaints are investigated fairly and in a timely manner
- e) Ensure that, wherever possible, complaints are resolved and that relationships between the two parties are repaired.
- f) To gather information which will help the Charity to continue to work toward continuous improvement.

Our commitment is to address any complaint in a sensitive, fair, transparent, equitable, professional and unbiased manner throughout the complaints handling process.

We will operate at all times from the premise that any person is entitled to express their views on the facilities and services provided by the Charity and that those views should be taken seriously.

The Charity will not tolerate any abusive or discriminatory language or behaviour towards and of our staff or volunteers, and may decline to investigate a complaint further in such circumstances.

3. Responsibilities

The Charity Trustees (The Trustees) have overall responsibility for this procedure, and for reviewing the effectiveness of actions taken in response to complaints raised under this procedure.



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The Administrator has day-to-day operational responsibility for this procedure, they will ensure this policy is reviewed by the Trustees at least annually, or more frequently if require.

All employees and volunteers are responsible for the success of this procedure. They are invited to comment on this procedure and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to the Clerk.

4. What is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Charity and its operations, which include:

- The Poppy Centre
- Recreation Ground
- Youth Club

It can be in relation to:

- Administration
- An employee, volunteer or contractor operating on Charity business
- The Charity's Policies, procedures, process or service

which results in the Charity's failure to meet expectations.

This Procedure should not be used for complaints relating to an employee, volunteer or contractors' own personal circumstances, such as the way they have been treated whilst carrying out their duties. In those cases, the Grievance Procedure should be used.

5. Raising a Complaint

If you are dealing directly with an employee or volunteer and you wish to raise a complaint, please speak with them directly if you feel comfortable to do so. It may be possible to resolve the issue immediately.

If you do not feel comfortable raising your complaint directly and immediately, please raise any complaint with the Administrator. You may tell them in person or in writing if you prefer. In some cases, they may refer the matter to the Trustees.

Where the matter is more serious, or you feel that your complaint has not been addressed, or you prefer not to raise it with the Administrator for any reason you should contact the Chair of the Charity Trustees, using the contact details at the end of this policy.

Where possible, complaints should be sent to the Administrator within 5 working days of the incident occurring.



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6. Complaints Handling Procedure

Once a complaint has been received, its receipt will be acknowledged within 2 working days, as long as there is a contact email, telephone number or address included with the complaint. Please note that for complaints sent by land mail this time frame will be extended to take into account mail delivery, up to 5 working days.

If the complaint is unresolved, the Administrator and/or Trustee representative will arrange a meeting or conversation with you as soon as possible to discuss your complaint.

The Charity will take down a written summary of your complaint, if not already provided, and will also aim to give an indication of how we propose to deal with the matter.

This will include:

- Date of occurrence
- Time of occurrence
- Person(s) involved
- The nature and full details of the complaint

The complaint will be recorded in our Complaints Register



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7. Confidentiality

All complaint information will be handled sensitively, and information will only be shared with those who need to be involved in the investigation.

If you want to raise your complaint confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your complaint to know your identity, we will discuss this with you.

All information will be handled in accordance with General Data Protection Requirements (GDPR).

8. Investigation and Outcome

We will carry out an initial assessment to determine the scope of any investigation. We will inform you of the outcome of our assessment. You may be required to attend an additional meeting/conversation in order to provide further information.

In some cases, we may appoint an investigator or team of investigators including employees or volunteers with relevant experience of investigations of specialist knowledge of the subject matter. The investigator(s) may make recommendations for change to enable us to minimise the rise of future wrongdoing.

We will aim to keep you informed of the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us giving you specific details of the investigation or any disciplinary action taken as a result. You should treat any information about the complaint as confidential.

We will contact you again within 15 working days of receiving the complaint to advise you of our findings or to give you an update on progress.

We will continue to keep your information until the matter is resolved to your satisfaction or until all reasonable and appropriate steps have been taken to resolve the matter, subject to the Charity's Privacy Policy).

9. Resolving Complaints

Every effort will be made to reach an agreement on the resolution of the complaint to the satisfaction of the complainant, wherever possible.

10. If you are not satisfied

Whilst we cannot always guarantee the outcome you are seeking, we will try to deal with our concern fairly and in an appropriate way. By following this procedure, you can help us to achieve this.

If you are not happy with the way in which your complaint has been handled, you can raise it with one of the contacts listed at the end of this policy, or request that it is passed to the Board of Trustees.

The request for Board level review will be acknowledged within five days of receipt and follow the Complaints Handling Procedure.



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The Board of Trustees will investigate the complaint and may appoint an investigator or team of investigators including employees or volunteers with relevant experience of investigations of specialist knowledge of the subject matter.

11. External Disclosures

As the Charity is a registered charity, the complainant may choose to complain to the Charity Commission Regulator at any stage during the Complaints Procedure process. Contact details are included at the end of this document.

12. Contacts

Contact	Details
Administrator	T: 07392965607 E: admin@sabrgc.co.uk 74 High Street, Stalham, Norfolk, NR12 9AS
Chair of the Trustees	Steve Toone
Charity Commission Regulator	https://www.gov.uk/complain-about-charity .