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## COMPLAINTS POLICY

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The Manor Hall at Coalpit Heath CIO



MANOR HALL AT COALPIT HEATH, HENFIELD ROAD, COALPIT HEATH,  
SOUTH GLOUCESTERSHIRE, BS36 2TG

# The Manor Hall at Coalpit Heath CIO

Registered Charity no 1169917

## Complaints policy

The objects of the CIO are to maintain and run a village hall and to promote for the benefit of the inhabitants of the Parish of Westerleigh ("area of benefit") without distinction of sex, sexual orientation, age, disability, nationality, race or political, religious or other opinions the provision of facilities for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances or for the public at large in the interests of social welfare and with the object of improving the conditions of life of the said inhabitants.

### 1. Statement

We welcome and value your feedback and the compliments, *suggestions* and complaints procedure makes sure you have the opportunity to tell us what you think.

If you are dissatisfied with a service provided by The Manor Hall at Coalpit Heath CIO please let us know by completing the complaints form below and returning it to the Chair of Trustees, unless the complaint is about the Chair in which case please return to our secretary, details also below.

Every attempt will be made to resolve your concerns as quickly as possible.

### 2. Scope of the process

The Manor Hall at Coalpit Heath CIO is a registered Charity and we serve the local community by providing

- Hire of rooms for varied uses including leisure and recreation.

### 3. Related Documents

- Confidentiality Policy
- Harassment Policy
- Whistleblowing Policy
- Disciplinary and Grievance

### 4. Who can use the Complaints Procedure

- Users of the services of the Manor Hall. This could be an individual, statutory organisation, voluntary and community sector organisation
- Organisations who fund or commission the Manor Hall

### 5. What you can use the Procedure for

To make complaints about:

- A member of staff/volunteer
- A member of the Board of Trustees
- Work undertaken by The Manor Hall at Coalpit Heath CIO
- Matters of management
- Matters of policy

If a complaint is upheld against a staff member/volunteer, the Disciplinary Procedure will be used.

### 6. How the Complaints Procedure works

#### What you can expect

Once we have received your complaint we will write to you to acknowledge it and to let you know when you can expect a response. We will aim to do this within 5 working days.

#### Complaints Panel

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Two Trustees comprising of either

a) the Chair plus one other

or

b) the Secretary plus one other, will meet to review your complaint, after this meeting we will contact you with one of the following outcomes

1. To say your complaint has not been upheld and give you the reasons why.
2. To say that your complaint has been upheld and write to apologise, letting you know what we are doing to put things right and/or what we are planning to do in the future to prevent the situation happening again
3. To arrange a time to meet with you to discuss your complaint in more detail.

If you are dissatisfied with the outcome you can write to us within 10 days and provide the reason why you are dissatisfied and what you would like us to do to resolve your complaint.

If we arrange a meeting to discuss your complaint in more detail, following that meeting we will contact you let you know the outcome

1. To say your complaint has not been upheld and give you the reasons why.
2. To say that your complaint has been upheld and write to apologise, letting you know what we are doing to put things right and/or what we are planning to do in the future to prevent the situation happening again

If you are dissatisfied with the outcome you can write to us within 10 days and provide the reason why you are dissatisfied and what you would like us to do to resolve your complaint.

## **Review Panel**

Your letter if you are dissatisfied will be considered by two alternative Trustees who were not part of the panel who originally reviewed your complaint. These Trustees will meet and review your complaint and will write to you to let you know the outcome of the review and the reason for the decision within 10 working days of meeting. The decision of the review panel is final.

## **Anonymous complaints**

Anonymous complaints will be looked into but due to their anonymous nature it is not possible to follow all stages of the procedure or provide a response.

## **Vexatious, unreasonable or persistent complaints**

If your complaint is considered to be a multiple / vexatious or an unreasonably persistent complaint or politically motivated, it is likely to be rejected.

## **Complaints must be submitted in writing.**

However, in line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

Revised policy adopted on 30th December 2016

Review of this procedure will be undertaken annually.

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## Complaint Form – Hall users

### 1. Your details

Please provide us with your name and contact details.

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	

Your name will be released to the person about whom you have complained, but your address and contact details will not usually be released unless necessary to deal with your complaint.

Details of your complaint will be given to the person(s) complained about in order to allow them to respond.

### 2. Your complaint

Please provide us with the name of the person/people you believe has/have given you cause to complain and their position:

<b>Title</b>	<b>First name</b>	<b>Last name</b>	<b>Position</b>

Please explain in this section the exact nature of your complaint - if you are complaining about more than one person you should clearly explain your complaint against each individual.

It is important that you provide all the information you wish to have taken into account by the Trustees when they decide whether to take any action on your complaint. For example:

- You should be specific, wherever possible, about exactly what you are alleging the person said or did. For instance, instead of writing that the person insulted you, you should state what it was they said.

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- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe.
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information or other documentary evidence to support your complaint.
- If there has been a delay in you making the complaint, you should fully explain the reasons for the delay.

**Please provide us with the details of your complaint.**

### 3. Desired outcome

Please tell us what outcome you are expecting from this complaint.

Signed .....

Date .....

# The Manor Hall at Coalpit Heath CIO

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Chair: Richard Branton, 139 Roundways, Coalpit Heath, South Gloucestershire, BS36 2LU  
Secretary:

## **Additional Information**

- If your complaint is considered to be a multiple / vexatious or an unreasonably persistent complaint, it is likely to be rejected.
- Complaints must be submitted in writing, which includes electronic submissions.
- Once a valid complaint has been received by the Trustees, it will be dealt with under the procedures outlined in our Complaints Policy.

The Trustees may resolve to:

- a) dismiss your complaint, with reasons.
- b) ask you for additional information, with reasons.
- a. uphold your complaint and take appropriate action

You will be notified after the initial discussion and given information on any further stage(s) in the process at that time.