

## READING COMMUNITY LEARNING CENTRE COMPLAINTS POLICY & PROCEDURE

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### POLICY STATEMENT:

We are committed to providing a high quality, accessible and responsive service to the people and organisations we work with.

However, if you believe that things have gone wrong or that we have failed to meet the standards of service you expect, then please tell us about your problem or concern.

We will respond to complaints and suggestions about the services we offer, and the actions of our staff. If your complaint is about the services or staff of another organisation using the Centre, we will ask you to talk directly to the organisation concerned.

We would like you to tell us if:

- You feel dissatisfied with any class or service run by RCLC
- You are unhappy with the way you have been treated by RCLC staff
- You wish to challenge a decision or statement made, or an action taken by RCLC
- You have any suggestions which you would wish to make to help RCLC improve and develop its service and the way it operates

All complaints will be treated confidentially.

## PROCEDURE FOR MAKING A COMPLAINT:

Explain the problem or concern to the member of staff you are dealing with, as they may be able to resolve the matter for you quickly. Please try to make sure that they understand why you are unhappy and what you think should be done to put things right.

If you are still not happy with the situation, please arrange to see the Centre Manager to discuss your complaint. (If your complaint is about the Centre Manager, please write to the Chair of Trustees instead.) She will investigate the matter and decide what should be done. You may receive a decision immediately, or it may take a few days to investigate your complaint. Usually we will let you know the outcome within 2 weeks. If we need more time, we will tell you.

If the Centre Manager or the Chair has not been able to resolve your complaint, or if you are unhappy with their decision, they will report the matter to the next meeting of the Board of Trustees. We will tell you the date of the meeting and invite you to come and explain your complaint to the Trustees. You can write a letter if you prefer. The Board will decide what is to be done, and we will write to inform you of its decision within a week of the meeting.

If you want to write a letter and have any difficulty with it, one of the Centre's Community Development Workers can help you.

Date Approved by Board 2.10.2012

Review Date Oct 2015

Signed on behalf of the  
Board of Trustees

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Dated

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