



Somerford ARC Community Centre

20 Southey Road, Christchurch, BH23 3EH
01202 470770/ info@somerfordarc.com

Complaints Policy and Procedure

General statement

Somerford ARC Community Centre aims to provide the highest quality service at all times. We recognise, however, that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Somerford ARC Community Centre views complaints 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 made the complaint.

1. Introduction

- 1.1. The purpose of this complaint's procedure is to ensure that all complaints are dealt with fairly, consistently, and effectively, so they can be resolved as quickly as possible.
- 1.2. This procedure and its contents will be publicised, so service users know how to contact us and make a complaint.
- 1.3. Somerford ARC Community Centre uses complaints positively and takes subsequent action to maintain and improve service quality and effectiveness.
- 1.4. Somerford ARC Community Centre demonstrates that it does care and considers the procedure as an important aspect of service delivery.

2. Definition of a complaint

- 2.1. A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of the Charity.
- 2.2. A complaint can be received verbally, by phone or in writing.
- 2.3. Complaints can be issued from service users or any other person or organisation with an interest in the Charity and its activities.

3. Confidentiality

- 3.1. All complaints will be handled sensitively and with care.
- 3.2. All information collected will be stored and handled under the Somerford ARC Community Centre data protection and confidentiality policies.

4. Making a complaint

- 4.1. Many complaints can be resolved informally.
- 4.2. when making a complaint please provide us with your name and contact details and as much detail as possible so that we can respond and investigate efficiently.
- 4.3. Complaints can be made by:
 - By email; at info@somerfordarc.com.
 - By telephone; on 01202 470770
 - In writing to; Somerford ARC Community Centre, 20 Southey Road, BH23 3EH.



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- 4.4. All complaints made in writing should be marked “private and confidential” for the attention of the office management team or by completing a complaints form **APPENDIX 1**.

5. Complaint procedure

- 5.1. Complaints received by telephone or in person need to be recorded. The person recording the complaint will:

- Write down the facts of the complaint
- Take the complainants name, address and telephone number
- Note down the relationship between the charity and the complainant
- Explain the complaints procedure and timelines
- Ask the complainant to complete a complaints form **APPENDIX 1**, so the complaint is recorded in the complainants’ own words.

- 5.2. On receiving the complaint, the management team of Somerford ARC Community Centre will consult with the board of trustees and an investigation will be launched by the office manager.

- 5.3. Within 10 working days of your initial complaint, we will acknowledge and provide an initial written response to your feedback.

- 5.4. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

- 5.5. Whilst we expect most complaints to be resolved within that timeframe, if a more in-depth investigation needs to be conducted, we will advise you of the investigation outcome in writing within 28 days of receipt of the complaint.

- 5.6. If in exceptional circumstances, we are not able to meet our deadlines, we will keep you informed and updated throughout the investigation.

- 5.7. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result to the complaint.

6. If you are unsatisfied with the outcome

- 6.1. If the complainant feels the problem has not been satisfactorily resolved they can request that the complaint is reviewed by the board of Trustees, at this stage, the complaint will be passed to the chair.

- 6.2. The chair may investigate the case themselves or delegate a suitable senior person to do so.

- 6.3. Any request for review will be acknowledged within 10 working days. The acknowledgment will name the person dealing with the case and a time frame of when a reply should be expected.

- 6.4. If the complaint relates to a specific person, they should be informed and given further opportunity to respond.

- 6.5. We will advise you of the investigation outcome in writing within 28 days of receipt of the complaint.

- 6.6. If in exceptional circumstances, we are not able to meet our deadlines, we will keep you informed and updated throughout the investigation.

- 6.7. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken.



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6.8. The decision taken at this stage is final, unless the board decides to seek external assistance with resolution.

7. If you are not happy with how a charity deals with your complaint

7.1. If you are not happy with how the charity deals with your complaint, contact the relevant regulator.

8. Complaints to a regulator

8.1. How to contact the fundraising regulator if your complaint relates to:

- The way you have been asked for donations
- How fundraisers have behaved

www.fundraisingregulator.org.uk

8.2. How to complain to the Charity Commission if a charity is:

- Not doing what it claims to do
- Losing lots of money
- Harming people
- Being used for personal profit or gain
- Involved in illegal activity

<https://www.gov.uk/government/organisations/charity-commission>

8.3. How to contact ICO if:

- You have problems accessing your personal information from an organisation
- If you are concerned about how an organisation has handled your information

<https://ico.org.uk/make-a-complaint/data-protection-complaints/>

Associated Policy and Procedures:

- Data Protection Policy
- Confidentiality Policy



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Reviewed April 2022

Signed:

Print Name: Paul Hilliard

Role: Chairman

Date: 25/10/2022



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APPENDIX 1

Somerford ARC Community Centre Complaints Form

Date	Time

Details of Complaint

Name:			
Address:			Postcode

Contact Number:	Landline	Mobile
Email address:		

Complaint

Time and Date of Incident	Time	Date

Details of complaint

Declaration of Complainant

Signed	
Name	
Date	

Date resolved	
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