



## Duxford Community Centre

A Charitable Incorporated Organisation. Registered Charity Number: 1157964

### **Complaints Procedure**

#### **Introduction**

The Duxford Community Centre (DCC) Board of Trustees aims to maintain a strong partnership with members of the local community and users of the Duxford Community Centre. Should a user of the Community Centre find a need to complain about any aspect of the service provided, this document will provide the necessary guidance needed to understand and activate the Complaints Procedure. The DCC Board of Trustees welcomes both positive and negative feedback and will endeavour to resolve disputes speedily. It will also use the experience to improve the relevant aspects of the service provided.

#### **Scope**

Should a user of the Community Centre or a member of the local community believe that the DCC management team have failed to provide a satisfactory level of service, or that the quality of facilities within the Community Centre falls short of expectations, or that there is an issue regarding the safety of users, or that there is a concern regarding the handling of a particular issue or situation or any other related matter, the DCC Board of Trustees will investigate the complaint and work to rectify any shortcomings.

The DCC Board of Trustees is committed to providing equal opportunities, protecting privacy of the individual and safeguarding vulnerable users of the Community Centre. It has policies in place which set the expectations of those who fall into these categories and which also provides guidance to those offering services at the Community Centre.

#### **Procedure**

If a verbal complaint cannot be resolved at the time it is made or an individual feels that their complaint is serious and warrants further investigation, a formal complaint can be made in either of the following ways:

- By requesting a complaint form from the front office at the centre
- By downloading a complaint form from the DCC website

*A copy of the Complaint Form can be found at Appendix 1 of this document.*

Complaints Forms will be forwarded, in either paper or on-line format, to the Secretary for recording on the Complaints Registration Form.

*A copy of the Complaints Registration Form can be found at Appendix 2 of this document.*

The Secretary will acknowledge receipt of the complaint immediately by either telephoning the complainant or replying to the email to which the complaint form has been attached. The Secretary will advise the complainant that he/she is not in a position to resolve the matter but that it will be referred to the Board of Trustees for attention and that an official response will be sent within two weeks of receipt of the complaint.

If the complainant is not satisfied with the response received, then he/she is entitled to write directly to the Chairperson of the Board of Trustees.

If a complaint directly concerns the Chairperson, then the secretary will consult with other members of the Board of Trustees before inviting the complainant to address the matter to the Board.

The Secretary will be responsible for tracking progress of the complaint and ensuring that the matter is being dealt with in a timely manner.

The Secretary will be responsible for ensuring that if he or she is absent from post for any reason, a suitable substitute is found and advised of any ongoing complaints that require action during the Secretary's absence.

Safety complaints or concerns that could in any way endanger a user of the Community Centre will be dealt with immediately upon receiving the complaint.

Annually, the outcome of all complaints will be reviewed by the Board of Trustees to ensure continued improvement to the services provided by the Duxford Community Centre.

## **Appendices**

Appendix 1: Complaint Form

Appendix 2: Complaint Registration Form

Issued 11<sup>th</sup> June 2019

Version: draft

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**COMPLAINT FORM** (ver 1.0, August 2019)

As a hirer of the Duxford Community Centre, we expect you to enjoy fully the facilities offered therein. If we have not satisfied your needs, then it is only fair that you should be able to complain about the service you received. This will help us to resolve any issue with you and also help us to improve our service to other users.

In the first instance, you should make a verbal complaint to a member of staff in attendance at the time of your hire. If you are not satisfied with the response you receive, then you are asked to make a formal complaint using this form. Your complaint will be dealt with by the Community Centre Secretary who will telephone you to acknowledge receipt and agree a timescale for a formal response. If you are not fully satisfied with the formal response, you have the right to appeal directly to the Community Centre Chairperson.

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Your full name.....

Your contact details.....  
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Your company or organisation.....

Date of hire.....

Details of your Complaint (please continue on a separate sheet if necessary):

*Please hand the completed form to the staff member in attendance or send to:  
The Secretary, Duxford Community Centre, 7 Grange Road, Duxford, CB22 4QE*