

Old Bath House Community Centre

Complaints Procedure

Introduction:

The Old Bath House Community Centre (OBHCC) aims to ensure that our users and visitors are completely satisfied with their experience of hiring a room at the Centre, visiting the Centre or attending one of our community projects. However, we understand that occasionally users and visitors may be disappointed with their experience and that resolving these situations is a vital part of our ongoing commitment to excellent service.

This procedure aims to ensure we are consistently seeking to improve our service, and that we have robust procedures for handling complaints when something goes wrong.

Commitment to improving our services:

OBHCC is committed to continually reviewing and improving our services. We seek to engage with users and visitors through:

- regular contact with users to resolve issues as they arise and before they escalate
- regular contact with users to better understand their needs and requirements
- sending out ad hoc questionnaires and feedback forms to users
- having a “suggestions box” where users can leave feedback, anonymously if they wish, about how we can improve the Centre and our services
- having a comments book in which users and visitors can comment about the Centre and our service
- inviting users and the wider community of Wolverton to our Annual General Meeting to offer them the opportunity to engage with what we are doing
- having a user representative(s) within our Board of Trustees
- ensuring our Complaints Procedure is accessible to all users and visitors so they know how to make a complaint should the need arise.

Handling complaints:

Complaints about our services and facilities:

Complaints about the standard of our service or facilities should be made in writing to the Administrator via email (oldbathhouse@gmail.com) or via post to the Old Bath House, 205 Stratford Road, Wolverton, MK12 5RL. Should users or visitors contact trustees directly with a complaint about the service or facilities at OBHCC, the trustee receiving the complaint should refer it on to the Administrator to respond initially.

The Administrator should respond within 5 working days and attempt to resolve the issue informally in the first instance.

The Administrator will keep a log of all complaints received:

- Date of complaint
- Nature of complaint
- Resolution offered / action taken
- Date complaint resolved

If the Administrator is unable to easily resolve the issue so the user or visitor is happy with the outcome, they will make the Chair of Trustees aware that there has been a complaint raised, and will inform the complainant that the Chair of Trustees will look into their complaint and respond within 10 working days.

The Chair of Trustees will investigate the complaint. They should respond to the complainant in writing to confirm the course of action they will be taking within 10 working days. If the complaint is upheld, the OBHCC will offer an apology and explain what actions we will take to address the problem and make amends if appropriate. If it is not upheld, the Chair of Trustees will explain their reasons for not upholding the complaint.

The Administrator will update the complaints log to confirm this has been resolved.

Complaints about a member of staff, volunteer or trustee:

Complaints received about the behaviour or conduct of our staff, volunteers, trustees or contractors or anyone else acting on behalf of the OBHCC should be made in writing via email (chair@oldbathhouse.org) or by post directly to the Chair of Trustees at the above address. The Chair of Trustees should seek to have an informal discussion with the complainant to attempt to resolve the issue informally. The Chair of Trustees should keep a record of all complaints received relating to staff, volunteers, trustees or anyone else acting on behalf of the OBHCC.

If informal discussion has not resolved the issue, the Chair of Trustees will investigate the matter formally and respond in writing to the complainant within 10 working days. If the complaint is upheld, the OBHCC will offer an apology and explain what actions we will take to address the problem and make amends if appropriate. If it is not upheld, the Chair of Trustees will explain their reasons for not upholding the complaint.

If misconduct has occurred, and the Chair of Trustees needs to instigate the disciplinary procedure, they should make the Board of Trustees aware of the complaint and seek their support for instigating disciplinary procedures at this point. If the nature of the allegation is of misconduct towards a child, young person or vulnerable adult, and constitutes a safeguarding concern, the Chair of Trustees should refer to the OBHCC Safeguarding procedures.

If the complaint is about the Chair of Trustees, the Complainant may be referred to any other Trustee to make their complaint, and the other trustee should follow the same procedure.

Appeals:

If the Chair of Trustees is unable to resolve the complaint to the complainant's satisfaction, the user or visitor may escalate their concern by putting full details and facts in writing to the Board of Trustees.

The complaint should be circulated electronically to all the trustees for their discussion and recommendations. Depending on the nature of the complaint, the Board of Trustees may decide to hold an Extraordinary General Meeting to discuss the complaint, or they may be able to agree an outcome via email. The Board of Trustees should respond within 10 working days, and may:

- Uphold the complaint and make a response in writing, apologising and setting out the plan for action to resolve the problem;
- Reject the complaint if they consider there to be no reasonable basis for the complaint;
- Offer the complainant a hearing at a Complaints Panel if they wish to discuss the complaint in more detail in order to make a decision. (The decision from the Complaints Panel should be communicated with the Complainant within 48 hours of the panel hearing).

The Board of Trustees' decision is final.