

### MILFORD ON SEA COMMUNITY CENTRE

#### COMPLAINTS POLICY

This policy sets out the broad policy for handling complaints and the corresponding procedures to be followed to satisfactorily resolve any justified complaint with respect to the facilities, services, events or operations provided by Milford on Sea Community Centre.

#### **Complaints Policy**

Milford on Sea Community Centre views any complaint 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.

Overall responsibility for this policy and its implementation lies with the board of trustees, which undertakes to regularly review and update the policy as appropriate.

Milford on Sea Community Centre complaints policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that anyone knows how to lodge a formal complaint
- To ensure that all parties know what to do if a formal complaint is received
- To ensure that all formal complaints are investigated fairly and in a timely manner
- To ensure, wherever possible, that all formal complaints are resolved to the mutual satisfaction of all parties
- To gather information and document the complaint resolution to help improve what we do

#### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Milford on Sea Community Centre and its activities.

A complaint can be raised by any member of the local community or any local organisation regardless of whether they make use of the Community Centre or participate in any of the activities associated with the Community Centre.

This policy does not cover complaints from staff, which are covered by the Disciplinary and Grievance procedures; nor does it apply to Volunteers, who should refer to the Volunteers policy regarding any dissatisfaction with their volunteering activities.

## **Making a Complaint**

Often, a word with the person at the point of service contact may suffice to satisfactorily resolve a complaint. If, however, the complaint is not resolved to the mutual satisfaction of the person or organisation making the complaint, then a formal complaint can be made to the Chair of Trustees either verbally, by phone, by email or in writing.

All complaints will be handled discreetly and sensitively, involving only those parties who need to know or need to be involved in order to satisfactorily resolve the complaint. All relevant data protection requirements will be met in the handling of any complaint.

## **Formal Complaints Procedure**

A formal complaint can be made to the Chair of Trustees, who is currently Linda Bagnall

- Verbally;
- By Phone, Tel: 01590 644861, between the hours of 10:00 and 14:00 on weekdays; · By Email to: trustees@moscommunitycentre.org.uk
- In writing to Chair of Trustees, Milford on Sea Community Centre, 9 Sea Road, Milford on Sea, SO41 0PH;
- Using the contact form of the community centre web site at <http://www.moscommunitycentre.org.uk/contact>

When a formal complaint is received then efforts will be made to try to fully resolve the issue within 5 working days. If this is not possible for whatever reason, then the complaint will be acknowledged in writing within one calendar week of receipt and will include a statement of the steps to be taken to resolve the complaint.

If the complaint has to be referred to the board of trustees, which is made up from volunteers who meet on a monthly basis, then the complainant will be advised of an expected resolution date within a month of the acknowledgement of the complaint.

In the event that the complaint is not resolved by the estimated date, then an explanation will be provided in writing with a revised resolution date. At such time as the formal complaint is resolved then the outcome will be confirmed in writing and, where appropriate, will include a written apology to the complainant and agree any further action necessary to make good the cause of the complaint.

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