



Hurst Green (Surrey) Community Association (“The Charity”)

Complaints Policy and Procedure

PURPOSE

The purpose of this complaints policy and procedure is to ensure that all complaints received by the Charity are handled fairly, promptly, and effectively. We are committed to providing high-quality services and facilities. We value feedback from our community and use it as an opportunity for improvement.

Scope

This policy and procedure applies to all users of the Hurst Green Community Centre, including visitors, volunteers, staff, and stakeholders, and to others who receive services from the Charity.

Definition of a Complaint

A complaint is defined as any expression of dissatisfaction about the services provided by the Community Centre or the Charity, including but not limited to issues related to facilities, staff conduct, programs, donations or any other aspect of the Centre or Charity’s operations.

Principles

- Confidentiality: All complaints will be treated confidentially and only shared with those directly involved in the resolution process.
- Fairness: Complaints will be investigated impartially and without bias.
- Timeliness: Complaints will be acknowledged and addressed as quickly as possible.
- Respect: All individuals involved in the complaints process will be treated with respect.

How to Make a Complaint

Complaints can be made in the following ways:

- In person: Speak directly to the Centre Manager during office hours 0930 to 1630 (see paragraph 10 for contact information).
- In writing: Submit a written complaint via email or post to the Centre Manager (see paragraph 10 for contact information)
- Should any complaint relate to the Centre Manager, it may be made in writing direct to the Chair of Trustees at stevemarsden@googlemail.com

Complaints Procedure

Step 1: Acknowledgment

- All complaints will be acknowledged within 5 working days of receipt.

Step 2: Investigation

- The Centre Manager will investigate the complaint, which may involve gathering information from relevant parties and reviewing documentation.
- The investigation will be completed within 15 working days, and the complainant will be informed of any delays.

Step 3: Response

- The Centre Manager will provide a written response to the complainant, outlining the findings of the investigation and any actions taken or proposed.

Step 4: Escalation

- If the complainant is not satisfied with the response, they may escalate the complaint to the Trustees by submitting a written request within 10 working days of receiving the response.
- The Trustees will review the complaint and provide a final response within 20 working days.

Where complaints relate to the Centre Manager, the steps above will be taken by the Chair of Trustees or by such other person(s) to whom the Chair delegates responsibility.

Record Keeping

All complaints and their outcomes will be recorded in a complaints log maintained by the Centre Manager. This log will be reviewed regularly to identify trends and areas for improvement.

Review of Policy

This policy and procedure will be reviewed annually to ensure its effectiveness and relevance.

Other policies and procedures

The Charity has written policies and procedures on Fundraising and Equity, Diversity and Inclusion which supplement this policy and procedure. Copies are available on request to the Centre Manager.

Contact Information

For any questions regarding this policy or to make a complaint, please contact Centre Manager Mrs Kelly Kent at:

Hurst Green Community Centre, 4 Oak Close, Hurst Green, Surrey, RH8 0BA
Phone Number: 07504 104084 Email: kelly@hgcc-surrey.org.uk

*Approved by the Trustees: 16 January 2025
Next review: January 2026*