

Complaints Procedure



What can you complain about?

We recognise that, despite our best efforts, there may be occasions when a group or individual may wish to complain about our actions or lack of actions. If you think we have failed to provide a satisfactory standard of service, please let us know.

Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter.

Who will deal with your complaint?

All complaints should be sent, in the first instance, to the FC Co-ordinator (if he/she is not the subject of the complaint), who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing detailing the action they intend to take.

If the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to raise the complaint in writing with the Chair of the Trustees.

The Chair will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision.

If the Co-ordinator is the subject of the complaint the complaint should be addressed to the Chair of the Trustees, placed in a sealed envelope and handed in to the office.

The Chair will select a Trustee who is not involved in or the subject of the complaint to deal with the matter, who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing detailing the action they intend to take.

In this instance, if the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to appeal to the Chair of the Trustees who will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

We will let you know that we have received your complaint within ten working days. We will write to you/email or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days.

If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a user would be dealt with immediately notice is received.

The Co-ordinator and the Chair of the Trustees will report complaints to the Board of Trustees at the next meeting.

The Board will monitor complaints to identify trends and ensure that working practices and procedures are adapted where necessary.

A complaint form below is set out as a guideline.

Date Procedure agreed (To be reviewed annually)	Reviewed by
September 2020	

Please use this form to make your complaint, but if you prefer you can write a letter/email or telephone.

1. Name and Organisation (if applicable):

2. Address (including postcode):

3. Telephone: Email:

4. Tell us about your complaint, clearly outlining:
 - a. Why you are not satisfied?
 - b. How you would like us to put things right?

5. Have you tried to resolve your complaint before?
If 'Yes', when? And how?

6. Any other comments?

Signed

Print name

Organisation (If applicable)

Date