



## South Brent Old School Community Centre Complaints Policy

All complaints are taken seriously and will be investigated initially by the manager and, if necessary, by a panel of trustees (at a second stage if the finding of the manager is contested). Any employee, volunteer or service user should feel that they can bring grievances or complaints to the organisation without fear of reprisal.

### How to make a complaint

Complaints can be made about the service or work of the organisation by telephone, in writing or by email but the manager may request that telephone calls are followed up with a letter. The manager and/or trustees will investigate all complaints. The findings of their investigation will be reported to the complainant and the trustees. Complaints about staff can be made, in confidence, to the Chair of Trustees, whose contact details can be found displayed within the Centre.

### Appeals

If the complainant is unhappy with the outcome of the manager's investigation they can appeal. The matter will be referred to an appeals panel and the complainant has the right to appear before this panel. The panel (which will consist of three trustees with no prior involvement in the investigation) will make a recommendation to the board of trustees and the decision of the full board following this recommendation is final. The appeals panel will be appointed by the board of trustees and the complainant will be informed of all members of the panel before the meeting. At all stages, the complainant has the right to be represented by a person of their choice, whose role must be known to the Old School Community Centre in advance.

### Complaints about staff or volunteers

Should the complaint involve misconduct by a volunteer or employee, then the disciplinary procedure may be started at any stage. Should this procedure begin, then the complaints procedure will be paused pending the outcome of the disciplinary proceedings.

### Record keeping

Records of all investigations will be kept for the legally required period of time. All complaints will be recorded as below:

Date complaint made	
By telephone / letter / email (please tick)	
Name of person making complaint	
Brief nature of complaint	
Name of person receiving complaint	
Name of person(s) investigating	

Brief details of actions taken	
Key findings	
Actions taken	
Date feedback given	
Signature of investigator(s)	
Date	

### Policy Review / Update Procedure

This Version Approved by Trustees:	June 2025
Next Review Due: This document should be reviewed every three years or: <ul style="list-style-type: none"> <li>• following any changes in relevant legislation or regulations, or;</li> <li>• when any incident has occurred or feedback reported relating to this policy.</li> </ul>	June 2028
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Person(s) responsible for updating	Rik Meek, Sheila Alexander and Michelle Parton