

# **Chobham Community Centre Association's Complaints Policy and Procedures**

## **Introduction**

Chobham Community Centre Association (hereinafter called "the Association") is committed to maintaining its strong partnership with members of the community and its hirers of the Community Centre. If any user of the Community Centre or member of the local community is unhappy about the standard of service provided, the quality of the facilities within the Centre, the safety of users, the handling of a particular situation or issue or any other matter, the Trustees seeks to rectify this. The Trustees considers every complaint seriously and will treat all complainants with respect. This Complaints Policy and Procedures have been adopted to ensure that most complaints are resolved quickly and smoothly.

## **Purpose**

The purpose of this Complaints Policy and Procedures is to:

- Provide a transparent and fair complaints procedure which is clear and easy to use
- Publicise the existence of the Complaints Policy and Procedures on our website and ensure that all hirers of the Community Centre know how to make a complaint
- Ensure that all complaints are investigated in a fair and timely manner
- Ensure that whenever possible complaints are resolved quickly, preserving the valuable relationship with hirers and the local community
- Gather information to help the Trustees improve the service it provides

## **Definition of a complaint**

A complaint is an expression of dissatisfaction whether justified or not.

## **Confidentiality**

All complaints will be handled sensitively and in accordance of with data protection requirements. The Trustees will not discriminate in any way in their handling of complaints.

## **Procedures for Complaints**

- A complaint can be received verbally face to face or by phone, by email or by letter
- Any safety complaints that would endanger a user of Chobham Community Centre should be made to the Office Manager and will be dealt with as soon as possible.
- A complainant should initially make a complaint to the Office Manager by phone (01276 857019), email (chobham.community.centre@gmail.com) or letter (Chobham Community Centre, Macmahon Close, Chobham GU24 8NG). If the complaint is concerning the Office Manager, the complainant

should make the complaint to the Chair of the Trustees by email; please address your complaint to the Chair using the community centre email address as detailed above.

- **Informal Complaints** - The Association aims to resolve a complaint satisfactory by an informal discussion or through a meeting with the key people involved of receiving the complaint. Written acknowledgement of the informal complaint should be made by the Office Manager/Chair of the Trustees within 7 working days of receiving the complaint, with the aim of resolving the complaint within 3 weeks.
- **Formal Complaints** - Complainants who remain dissatisfied at this stage, have the opportunity to make a formal complaint in writing to the Chair of the Trustees who will initially investigate. If the complaint is regarding the Chair of the Trustees, then the complainant should refer their complaint to all Trustees via the Office Manager.
- The Office Manager/Chair of the Trustees aims to acknowledge formal complaints within 7 working days and to give a written response within 3 weeks. If the complaint is judged to involve complex issues, complainants will be informed of progress within 2 weeks and informed when to expect a final response.
- The Chair of the Trustees will respond to all formal complaints in writing, giving details of the conclusions from the investigations and the resulting actions to be taken.

### **Review of Complaints**

- All formal complaints received will be discussed at the following Management Committee Meeting of Trustees and the outcome will be included in the minutes.
- The Trustees will review annually the outcome of all complaints received to ensure it improves the services it provides. This policy will be reviewed annually.

Chobham Community Centre Association's Complaints Policies and Procedures was adopted by the Management Committee at its meeting held on 15th April 2026, to be reviewed in April 2027.