



## **COMPLAINTS POLICY & PROCEDURE**

### **POLICY**

Caerwys Town Hall Trustees are committed to providing our beneficiaries and our customers with the best service possible in line with the objects stated in our Governing Document (Trust Deed). However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and see them as an opportunity to help us see where our services or procedures might be improved. They also give us the chance to put things right for the person or organisation that has made the complaint.

Our 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 people know how to contact us to make a complaint;
- To make sure all Trustees know what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- To gather information helping us to improve what we do.

### **Definition of a Complaint**

Caerwys Town Hall Trustees define a complaint as “an expression of discontent by a person or persons receiving a service from the charity that cannot be immediately resolved at point of delivery, and about which the complainant desires a follow-up action is taken and a response provided”. Complaints may come from any person or organisation that has a legitimate interest through the use of the Town Hall.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Caerwys Town Hall Trustees.

## **PROCEDURE**

### **How to complain**

#### *Step 1: Contacting us*

Our aim is to resolve issues quickly so that they do not escalate into a complaint. The first step, therefore, should you encounter a problem, is to approach the Town Hall representative responsible for the issue, this could be one of the Trustees should the complainant be the person hiring the Town Hall, or the hirer themselves if the complainant is attending an event/class. Hopefully, they are able to resolve the problem swiftly and will do so if possible and appropriate.

Regardless of the outcome of this initial contact, the information will be passed on to the Secretary to the Trustees and registered in the complaints log. Please note that the complaints log will remain confidential to the Trustees as it will contain personal details of those concerned, it will however be made available to any third party if deemed appropriate by the Trustees.

Should you feel that your issue has not been resolved and you wish, at this stage, to register your complaint in writing, you can send an email to Sue de Prez the Secretary to the Trustees, at [caerwystownhall@gmail.com](mailto:caerwystownhall@gmail.com)

Your complaint will be acknowledged as soon as possible and Mrs de Prez will arrange with you the best way and time for responding to you. This will normally be within five working days although it could take longer.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Ideally complainants will receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given. The reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

#### *Step 2: Taking your complaint further*

We hope that you feel that your complaint has been properly dealt with in step 1; however, if you are still unhappy, it is important that you let us know so that we can take it further. If you feel that your complaint has not been adequately dealt with, you can request it is passed to the Chair of the Trustees who will arrange for it to be fully investigated and will respond directly back to you with the outcome of the investigation. This will normally be within ten working days although it could take longer.

It must be noted that matters regarding individuals and any specific action taken as a result of a complaint against an individual will not be discussed either formally or informally with any person raising the complaint owing to possible breach of confidentiality.

#### *Step 3: Complaint to the Charity Commission*

There is an option to complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx).

### **Variation of the Complaints Procedure**

The Trustees may vary the procedure for good reason, for example, to avoid a conflict of interest.

### **Monitoring and Learning from Complaints**

All complaints are reviewed on a regular basis by the Trustees to identify any trends which may indicate a need to take further action.

Date approved:	Approved at Trustees' meeting held 23 <sup>rd</sup> November 2020
Signed on behalf of Trustees: (please include printed name and role)	Carys Biddle, Chair (signed policy retained in Town Hall)
Date of review (at least annually):	No later than the end of November 2021

*Caerwys Town Hall, registered charity number 501027*