

Snettisham Memorial Hall & Playing Field Charity

Complaints Policy

Introduction

1. Snettisham Memorial Hall and Playing Field Charity (MHT) is committed to providing our beneficiaries and our customers with the best service possible. 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 into 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.

2. Our Policy is:

- a. To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- b. To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- c. To make sure everyone at the MHT knows what to do if a complaint is received.
- d. To make sure all complaints are investigated fairly and in a timely way.
- e. To make sure that complaints are wherever possible, resolved and that relationships are repaired.
- f. To gather information helping us to improve what to do.

Definition of a complaint

3. The MHT defines a complaint as “ *an expression of discontent by a person or persons receiving a service from the MHT that cannot be immediately resolved at point of delivery, and about which the complainant desires a follow – up action taken and a response provided*”. Complaints may come from any person or organisation who has a legitimate interest in the MHT through use of the Memorial Hall its services and/or the Pavilion, Playing Field, MUGA.

Confidentiality

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

Responsibility

5. Overall responsibility for this policy and its implementation lies with the Board of Trustees of the MHT.

Review

6. This policy is reviewed regularly and updated as required:
 - a. Policy Adopted: 01 January 2019
 - b. To be reviewed 01 January 2022

How to complain

7. **Step 1:** Contacting us:
 - a. 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 MHT representative responsible for the issue. Hopefully, they are in a position to resolve the problem swiftly and will do so if possible and appropriate.
 - b. Regardless of the outcome of this initial contact, the information will be passed to the MHT Secretary and registered in the complaints log.
 - c. Should you feel that your issue has not been resolved and wish, at this stage, to register your complaint in writing, you can address your letter :
 - (1) The Secretary, Memorial Hall and Playing Field Trustees, The Memorial Hall, Old Church Road, Snettisham PE31 7LX.
 - d. Your complaint will be acknowledged as soon as possible and the Secretary will arrange with you the best way and time responding to you. This will normally be within 5 working days.
 - e. If your complaint relates to a specific person, they will be informed and given a fair opportunity to respond.
 - f. Ideally complaints will receive a definite reply with in 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 conditions from the investigation and the action taken as a result of the complaint.
8. **Step 2:** Taking your complaint further.
 - a. We hope that you feel that your complaint has been properly dealt with in **Step 1:** however if you feel 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 Chairman of the MHT 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 5 working days although in some instances it could take longer.

9. 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.

10.

- a. 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 the website at: www.charitycommission.gov.uk/publications/cc47.aspx.

Variation of the Complaints Procedure

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

Monitoring and learning from Complaint

12. All complaints are received on a regular basis by the Board of Trustees to identify trends, which may initiate a need to take further action.

Mr P Bradshaw

Chairman