



## West Wight Sports and Community Centre - Complaints Policy

Adopted on: 26<sup>th</sup> June 2014

Last reviewed: 23<sup>rd</sup> November 2023

West Wight Sports and Community Centre views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who 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 everyone at West Wight Sports Centre knows 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 which helps us to improve what we do

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of West Wight Sports and Community Centre.

### Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in West Wight Sports and Community Centre.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use West Wight Sports and Community Centre's Discipline and Grievance policies.

### 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 Board of Trustees.

Written complaints may be sent to:

The Manager, West Wight Sports and Community Centre, Moa Place, Freshwater, Isle of Wight, PO40 9XH

or by e-mail to [clare.griffin@westwight.org.uk](mailto:clare.griffin@westwight.org.uk)

Verbal complaints may be made by phone to 01983752168 or in person to any of West Wight Sports and Community Centre's staff or trustees at the same address.

## **Receiving Complaints**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

## **Resolving Complaints**

### **Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Centre Manager within one week.

On receiving the complaint, the Centre Manager will record it. If it has not already been resolved, he/she will delegate an appropriate person to investigate it and to take appropriate action.

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

Complaints will be acknowledged by the person handling the complaint within one week. The acknowledgement will say who is dealing with the complaint and when .

A copy of this complaints procedure will be attached.

### **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Trustee level. At this stage, the complaint will be passed to the West Wight Sports and Community Centre Trusts Complaints committee.

The request for review by Trustees will be acknowledged within one week and will say who will deal with the complaint and when the complainant can expect a reply.

The person who dealt with the original complaint at Stage One will be kept informed of what is happening.

Whether the complaint is upheld or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Trustees decide it is appropriate to seek external assistance with resolution.

### **External Stage**

The complainant can 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: <http://www.charitycommission.gov.uk/detailed-guidance/protecting-your-charity/complaints-about-charities-cc47>

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

The Trustees may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

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

Complaints are reviewed to identify any trends which may indicate a need to take further action.