



# Complaints Policy

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## Purpose

Whilst we make every effort to meet people's expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation in everyone's best interests.

For very serious concerns, such as individual's safety being placed at immediate risk, you must take such action as is appropriate e.g. by calling the emergency services.

## Informal Complaints

Anyone who has a concern should initially raise this with a member of our team at the time, as this enables us to respond and deal with an issue quickly. We will seek to resolve this and meet any reasonable expectations the individual may have, ideally to their satisfaction. If unable to we will:

- Note the complainant's name and contact details, unless they are unwilling to provide these
- Note the nature of their concern and anything that they wish to be done about it
- Note the circumstances surrounding the complaint, including when, where any action that was taken and the details of others who were present/involved
- Advise the complainant that their concern will be passed to the trustees

## Formal Complaints

Where an individual wishes to make a formal complaint, they are to be provided with the email address of the secretary ([colburysecretary@gmail.com](mailto:colburysecretary@gmail.com)) and/or our registered address.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include:

- Their name, organisation (if relevant) and contact details
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom
- What it is they felt to be unsatisfactory
- What they believe should be done to address your concern

Receipt will be acknowledged within 7 working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the secretary will contact the complainant to request this.

A response will be sent within 14 working days. If this is not possible a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act.

If the complainant is not satisfied with the response, they may appeal the decision by writing to the Chair, the contact details of whom will be included in our response. Appeals must be submitted within 28 days of our response to the complaint. The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this. A decision will be notified within 28 days and will be final.

## Wider Action

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the Charity Commission, other regulator, or the Police.

Consideration will also be given to whether any changes should be made to policies, procedures, training etc. to see if anything might reasonably be done to prevent a similar issue arising in the future.

## Anonymous Complaints

Anonymous complaints will be recorded and any facts available investigated. Everyone has a right to complain but individuals have a right to be protected from unsubstantiated and malicious allegations.

Anyone wishing to complain is strongly encouraged to provide the information requested above and to provide their contact details. This will allow us to advise them of the outcome.

## Potential Compensation Claims

If a complaint may potentially result in a claim for compensation, such as damage, loss to property, or personal issue, our insurers are to be notified.

## Confidentiality

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

## Availability

This policy is published on our website <https://www.colburymemorialhall.org.uk/> and shall be given to anyone who wishes to submit a complaint.

## Version Control- Approval and Review

This policy shall be reviewed and approved annually by trustees, following a complaint or other significant factor.

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Trustees	31.10.2025	First version approved	Annual