Saltford Community Association

COMPLAINTS POLICY

Saltford Community Association (**SCA**) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the complainant.

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 **SCA** 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 the **SCA** .

Where Complaints Come From

Complaints may come from any person or organisation, who has a legitimate interest in the **SCA**.

As the trustees are part time, complaints must be made in writing or by email.

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.

Review

This policy is reviewed regularly and updated as required.

Approved by the Trustees: May 2025 Review February annually

Saltford Community Association is a registered charity number 1162948.

SALTFORD COMMUNITY ASSOCIATION

Complaints Procedure

Contact Details for Complaints:

As we employ only part time staff and the trustees are also part time, all complaints should be made in writing and addressed to the SCA Chairman, Saltford Community Association, Saltford Hall, Wedmore Road, Saltford, BS31 3BY or by e-mail to chairman@saltfordhall.co.uk.

Resolving Complaints

Stage One

On receiving the complaint, it will be recorded in the complaints log. An appropriate person will be delegated to investigate the complaint and to take appropriate action.

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

It is our aim to acknowledge complaints within a week, although it may be longer during holiday periods. The acknowledgement will identify who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should 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 can be given.

In our reply to the complainant we will set out the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed independently.

Stage Two

At this stage, the complaint will be passed to our independent reviewer, this will be a suitable nominated person independent of the SCA, such as a local solicitor.

It is our aim to acknowledge the request for an independent review within a week of receiving it, although it may be longer during holiday periods.

The independent reviewer may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

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

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

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 can be given.

In the reply to the complainant the independent reviewer will set out 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.

Charity Commission

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in may be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx]

Variation of the Complaints Procedure

The Trustees may vary the procedure for good reason. For instance, they may feel it appropriate to appoint another independent reviewer who has more experience in the area of the complaint.

Monitoring and Learning from Complaints

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