



Complaints Procedure

February 2024

1. General Policy and Responsibilities

The Hub at Henley Community Centre CIO aims to provide the best possible service to all its users, staff and volunteers. It aims to serve to inspire, educate and strengthen our community for the benefit of all without distinction of gender, political, religious or other opinion subject to the provisions set out in its constitution. From time to time an individual or organisation may feel it has not had the best possible service that The Hub aims to provide. In such instances we welcome complaints as they can improve our organisation. It is important that when a complaint is made, the circumstances are investigated and if necessary, corrective actions are undertaken within reasonable time limits. At all stages they may be accompanied by one individual if they wish.

2. Conciliation

- Anyone who is dissatisfied with any aspect of the work of The Hub, the staff or volunteers should contact the Trust Administrator in the first instance. In the absence of the Executive Officer, or indeed if the complaint is against the Trust Administrator, the chairman should be contacted.
- We will seek to satisfy any complaint by conciliation and clarification of the issues involved. This will be done within fourteen days of the receipt of the complaint.
 - We hope that the majority of problems can be satisfied by this informal process.
 - If the person making the complaint is not satisfied by the result of the above informal process, The Hub would welcome the use of the following more formal procedure.

3. Formal Complaints Procedure

a) First Stage

- Any complaint should be communicated to The Trust Administrator who will in turn notify The Chairman.
- The Trust Administrator /The Chairman will acknowledge receipt of a formal complaint in writing within three working days.
- The Trust Administrator /The Chairman will investigate all circumstances leading to the complaint and complete a written record mentioning all of these circumstances.
- The Trust Administrator /The Chairman will inform the complainant in writing of the result of the investigation and any corrective action taken. This will be completed within twenty-one days unless circumstances necessarily prolong the investigation, in which case an interim report will be made to the complainant confirming a new time-scale.

b) Second Stage

- If the complainant is dissatisfied with the results of the enquiry and/or corrective action taken, they have a right to put their case (in person if they wish) to three other appointed trustees of The Hub.

- The three appointed Trustees will undertake any further enquiries. They will report the decision to the complainant within twenty-one days.

c) Third Stage

- If the complainant is dissatisfied with the decision of the three appointed Trustees then an Appeals Sub-Committee will be set up comprising at least three Hub Trustees who have not been involved with the complaint.
- This Appeals Sub-Committee will undertake an investigation of the complaint which, if the complainant wishes, will include the opportunity for the complainant to put his/her case in person to the appeals sub-committee. The appeals sub-committee will produce recommendations to present to the full Board of Trustees.
- The Hub Board of Trustees will take a final decision on the complaint.
- The Board of Trustees will authorise a written response.
- The appeal process will be completed within 28 days.

d) Records

- A written record will be retained of all complaints made.
- Written records may be stored indefinitely.

e) Further Action

If the above procedure fails to resolve the complaint, then the complainant may refer the matter to the Charity Commission.

4. Complaints Form shall be sent to the complainant promptly saying the following:

- To proceed with a complaint please write to us or email the details as set out below to the Trust Administrator at thehubathenley@gmail.com. This will enable the complaint to be dealt with appropriately.
- Help can be made available to you to complete this information, if required.

Required Information

- Your name:
- Your contact telephone no:
- Your e-mail address:
- Your address:
- Postcode:
- Details of any additional needs we should bear in mind when we are dealing with your complaint and communicating with you:
- Date & Time of Incident:
- Please give details of your complaint, stating names of person(s) involved wherever possible.
- Have you already spoken to the person concerned regarding your complaint? (please give their name and a brief summary of any communication):

- What do you think should be done to put things right?
- Your signature:
- Date:

Please note that in investigating your complaint The Hub may be required to provide any named persons with details of the complaint in order to give them a fair opportunity to respond.

For Office Use

- Date Received:
- Date Acknowledgement Sent:
- Outcome of investigation:
- Date communicated to complainant:
- Outcome of the complaint:
- Signature and Date of The Trust Administrator and Chairman

5. Policy Review: February 2027