

Hawkesbury Hospital Hall

Charity Number 1176993

Complaints Policy and Procedure

This policy has been adopted by Hawkesbury Hospital Hall Management Committee who remain responsible for its review on a regular basis.

Reviewed and agreed by the Committee.

Date: Nov 2023

Review Date : Nov 2025

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Complaints Policy and Procedure

Hawkesbury Hospital Hall Management Committee views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our Policy

- 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 Hawkesbury Hospital Hall 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 Hawkesbury Hospital Hall.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Hawkesbury Hospital Hall. A complaint can be received verbally, by phone, by email or in writing.

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 Hawkesbury Hospital Hall Management Committee. As a minimum both the Chair and vice Chair of the Management Committee will be informed of any complaint along with the committee member receiving the complaint.

Complaints Procedure

Written complaints may be sent to the Hawkesbury Hospital Hall, High Street, Hawkesbury Upton, GL9 1AU or by e-mail to info@village-hall.org. Verbal complaints may be made by phone to Andrew Webb, the Chair of the Hawkesbury Hospital Hall Management Committee, 01454 238758, or in person to any Trustee of Hawkesbury Hospital Hall.

Receiving Complaints

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, email and telephone number
- Note down the relationship of the complainant
- 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 Chair of Hawkesbury Hospital Hall Management Committee within 7 days. On receiving the complaint, the Chair should make note of the date and time of receiving it in the next available committee meetings minutes. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within 7 days. The acknowledgement should say 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 should be sent with an indication of when a full reply will be given.

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

Resolving Complaints 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 committee level. At this stage, the complaint will be passed to the Chair of the committee who will take responsibility for dealing with it. The request for committee level review should be acknowledged within 7 days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair may investigate the facts of the case themselves or delegate a suitably senior person(s) 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 should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

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 should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should 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 committee decides 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:

www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The Management Committee 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 annually to identify any trends which may indicate a need to take further action.

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