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# COMPLAINTS POLICY AND PROCEDURE

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## Reviews

We are committed to reviewing our policy and good practice as per our schedule.

This policy was last reviewed on (date): 2/02/2024

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Sue Halford



Date of next review:

2/02/2026

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## **Introduction**

This document aims to help you understand the complaints procedure managed by The Arc Community Hub.

## **What can you complain about?**

The Arc Community Hub Charity recognises that, despite its best efforts, there may be occasions when a group or individual may wish to complain about the Charity's actions or lack of actions. If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

The Arc Community Hub Charity views a complaints procedure as an efficient way of dealing with any complaint and a means of preserving the good reputation of the Arc Community Hub through a transparent and fair process.

## **Who will deal with your complaint?**

All complaints should be made in writing, (a form is available at Appendix A) in the first instance, to the Operations Manager (if he/she is not the subject of the complaint) and marked Private and Confidential. The Operations Manager will address the issue and investigate the complaint in consultation with the nominated Trustee. Together they will endeavour to deal with it and respond in writing of the action they intend to take within a reasonable time – see below.

If the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to raise the complaint in writing with the Chair of the Trustees, who will gather a panel of three Trustees to investigate the complaint, consider whether



any further action is required and notify the complainant of their decision. If attending personally, the complainant has the right to be accompanied by a friend or advocate to help their your case. (The panel also has the right to have an advisor present). The decision of the panel will be final.

If the Operations Manager is the subject of the complaint the complaint should be addressed to the Chair of the Trustees, placed in a sealed envelope, and handed in to the office. The Chair will select three Trustees who are not involved in or the subject of the complaint to assist in dealing with the matter. They will address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take. In this instance if the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to appeal to the Chair of the Trustees who will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision. The decision of the Panel will be final.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

### **When will you hear from us?**

We will let you know that we have received your complaint within ten working days. We will write, email or telephone you. In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days. Any safety concerns that would endanger a Community Hub user would be dealt with immediately notice is received.

### **Further Action**

The Operations Manager and the nominated Trustee will report all complaints to the Board of Trustees at the next meeting.

The Board of Trustees will monitor complaints to identify any trends and ensure that working practices and procedures are adapted where necessary and report to the Trustees at their next meeting so that consideration can be given to the implications any complaints could have for the planning and management of future services as part of The Arc Community Hub Charity's self-evaluation.



## **Appendix A**

# **The Arc Community Hub Charity Complaints Form**

1. Name and Organisation (if applicable):

2. Address (including postcode):

3. Telephone:

Email:

4. Tell us about your complaint, clearly outlining:

4a. Why are you not satisfied?

4b. What do you want us to do to put things right?

5. Have you tried to resolve your complaint before?



If "yes", when? If "yes", how?

6. Any other comments?

Signed \_\_\_\_\_

Print name \_\_\_\_\_

Organisation (If applicable) \_\_\_\_\_

Date \_\_\_\_\_