



# Mareham-Le-Fen Community Centre

Horncastle Road, Mareham-Le-Fen, Lincs. PE22 7QL

Admin: Mareham-Le-Fen Village Hall & Memorial Lawn - Charity No. 1087875



## Complaints Policy & Procedure Mareham le Fen Community Centre May 2022

**Registered Charity Number 1087875**

Mareham le Fen Community Centre Management Committee is committed to maintaining its strong partnership with members of the local community and the users of Mareham le Fen Community Centre.

We welcome feedback and comments about our work, both positive and negative as these can provide us with valuable information. The adoption of a clear complaints policy and procedure will help the Management Committee to work with complainants to ensure their concerns are resolved quickly at a local level.

Our policy is intended to:

- Provide a transparent and fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Make our customers aware of our Complaints Procedures and who to contact if they have a complaint.
- Ensure everyone at Mareham le Fen Community Centre Committee knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely manner and that if a complaint is received it is resolved as quickly as is reasonably possible.

### **Complaints, Confidentiality & Responsibility**

#### **Definition of a Complaint**

**\*Please note we do not accept anonymous complaints\***

A complaint is any expression of dissatisfaction, about any aspect of Mareham le Fen Community Centre.

If you have a complaint about anything regarding Mareham le Fen Community Centre you should let the committee know within 30 working days of the event happening

A complaint can be made in person or face to face. When we receive your complaint we will write down the details and ask you to confirm that we have got the facts of the complaint correct, this will also count as an acknowledgement that your complaint has been received. The person who takes your complaint verbally should ask you what resolution you are seeking and how you would like to be contacted if they are unable to resolve your concerns immediately.



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Your complaint may also be made via email at [contact@marehamlefencommunitycentre.co.uk](mailto:contact@marehamlefencommunitycentre.co.uk) or in writing to Mareham le Fen Community Centre, Horncastle Road, Mareham le Fen, PE22 7QL. If your complaint is via email or letter we will send an acknowledgment response by email or letter. We will endeavour to send this acknowledgement within 5 working days of our receipt. We aim to respond to your concerns within 14 working days of receiving your complaint and our acknowledgment back to you will clearly state the date you may expect a response from us. If for any reason we are unable to meet our 14 day response time we will write to you to let you know of the date you can expect a response by.

### Confidentiality Assured

All complaints will be handled sensitively and confidentially, informing only the relevant parties on a need to know basis whilst observing the relevant GDPR requirements. If for any reason we need to involve a third party in your complaint, we will of course seek your permission to do so, however in some circumstances a refusal may delay our investigation of your complaint.

### Responsibility

Overall Responsibility for this policy and its implementation lies with the Mareham le Fen Community Centre Management Committee.

We will deal with your complaint without discrimination and will treat you with respect. We will take notes to record the facts so we can deal with your complaint and we will provide you with a unique reference number which we would ask you to include if you contact us about your complaint. We will also ask what resolution you are seeking in response to your complaint.

Our aim throughout this process is to resolve the matter as quickly and effectively as possible to the satisfaction of all involved parties.

### Complaints Handling Procedure

Complaints will be dealt with by the Management Committee Trustee delegated to deal with them. If for any reason your complaint is not resolved to your satisfaction you may of course take your complaint further. If this happens you should contact the person who has been dealing with your complaint and ask for the details of the relevant independent organisation to whom you can escalate your complaint.



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### **Vexatious Complaints**

A vexatious complaint is one that is pursued regardless of its merits and any efforts made by the Management Committee to resolve it.

The Management Committee will consider each complaint on its individual merits regardless of whether the complainant has made a complaint previously. Any complaint which is unreasonable, without foundation, frivolous, repetitive or pursued regardless of its merit could be considered vexatious and will be dealt with accordingly

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