

Complaints Policy and Procedure

1. Introduction

Worcester Community Trust aims to provide a fair and high-quality service and welcomes feedback from any individuals using WCT Hubs and services. Feedback is invaluable in helping WCT to improve.

2. Policy Statement

WCT will treat any expression of dissatisfaction as a complaint and adhere to the complaint's procedure.

3. Organisational Responsibilities

Worcester Community Trust will:

- Listen carefully to complaints.
- Ensure that wherever possible, and except for reasons of legality or confidentiality, its management of complaints is open and transparent.
- Record and store all information in accordance with the GDPR legislation.
- Fully investigate the complaint within the stated time frame
- Contact the complainant in the preferred manner requested with the results of the investigation, inform them of any actions implemented to prevent a re-occurrence and to tell them of any right of appeal.
- Report to the Board on the number of complaints received, the findings of any investigations and actions taken.

4. Complaints Procedure

The purpose of WCT complaints procedure is to:

- Provide a formal means for complaints to be dealt with
- Ensure that everyone knows how to make a complaint
- Ensure that complaints are dealt with consistently, fairly and in a timely manner
- Ensure that complaints are monitored and used to update and improve services.

Stage One: The Complaint

a) What you need to do

3.1 You can write to Worcester Community Trust explaining your complaint as fully as possible. If your complaint is related to hire of our venues, your letter needs to be addressed for the attention of the Hub Team Manager. If your complaint is related to our services, your letter needs to be addressed for the attention of our operations Manager. Please include your name, contact address and telephone number and the name of the organisation / service you represent, if appropriate. We cannot respond to anonymous complaints.

b) What the Worcester Community Trust will do

3.3 On receiving a complaint Worcester Community Trust will ensure that it is logged on to the complaints register.

3.4 The appropriate staff member will contact you within 14 days with written confirmation that your complaint has been received, that an investigation has begun and who will be replying to your complaint and when.

3.5 The appropriate staff member or other manager may be able to resolve the complaint quickly via telephone or at a face-to-face meeting.

3.6 If it is not possible to resolve the complaint quickly then the appropriate staff member or other manager will fully investigate the complaint by interviewing any relevant person involved in the complaint. Notes will be taken from any interviews, and the interviewees will receive a copy.

3.7 All parties involved in the investigation will be required to keep the matter private and confidential.

3.8 We aim for the outcome of the complaint to be available no later than 28 days after the investigation has begun and all people involved will be notified in the manner preferred.

Stage 2: Appeal against the stage 1 decision

If you are dissatisfied with the decision that has been made you may wish to appeal by contacting our CEO within seven working days from receipt of the Complaints Investigation Report.

a) What happens next.

3.9 You will be invited to make your appeal in person to an 'Appeals Panel' consisting of at least one Board member. They will have been given a copy of the Complaints Investigation Report but will not at this stage have discussed the matter with the investigator or the staff involved at this time.

3.10 The role of the Appeals Panel is to see if your complaint has been dealt with properly and fairly and whether an appropriate decision has been reached, not to re-investigate the complaint. Where the complaint is against a member of staff, that person will be given the opportunity to submit a written statement to the Appeals Panel. This will be considered alongside the original complaint, the investigation report and any action suggested to remedy the situation.

3.11 You will be given at least 7 days' notice of the date, time and venue of the Appeals Panel meeting and all reasonable efforts will be made to hold the meeting at a time convenient to you. You may bring someone to assist you, or to witness the procedure should you wish.

3.12 The Appeals Panel will write to you within 7 days to notify you of its decision and any actions to be taken to address the complaint. The Appeals Panel's decision will be final, and no further correspondence will be entered into.

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