



Charity Number: 1216899

31 Vanguard Road, Bournemouth, BH8 9NU

Tel: **01202 980161** • Email: **stroudenparkcc@gmail.com**

### 1. Introduction

**Strouden Park Community Centre** recognises that, despite its best efforts, there may be occasions when a group or individual wishes to complain about the Centre's actions or lack of action.

We view a complaints procedure as an efficient way to deal with concerns, preserve the Centre's good reputation, and ensure transparency and fairness.

### 2. What Can You Complain About?

Complaints may relate to:

- Quality of facilities or services
- Safety of users
- Handling of a particular situation or issue
- Management of personal data
- Any other matter where the Centre may have failed to provide a satisfactory standard of service

We are committed to equal opportunities and take complaints of discrimination very seriously.

### 3. Submitting a Complaint

We do not require anyone to complete a form to make a complaint. However, all complaints must be **put in writing** and either **hand delivered** or **posted** to the Centre. Written complaints should be addressed to the **Community Centre Manager**.

If the complaint concerns the **Community Centre Manager**, it must be addressed to the **Secretary**.

If the complaint concerns the **Chair of Trustees**, it must also be addressed to the **Secretary** in a sealed envelope.

### 4. Initial Handling

Written complaints will be logged and acknowledged within **10 working days**.

- The Secretary will log complaints about the Centre Manager or Chair.
- All other complaints will be logged by the **Centre Manager** (or designated officer).

Immediate actions (e.g., safety measures) must be noted at the point of logging.

Safety concerns that could endanger Centre users must be referred to the **Centre's Health & Safety Officer** **immediately**.

### 5. Investigation and Escalation

#### 5.1 Complaints about general Centre matters (excluding the Manager)

- The Centre Manager investigates and reports findings to the Trustee Board.
- If unresolved, the complainant may escalate to the Chair of Trustees.
- If still unresolved, the matter may be appealed to the Secretary.

#### 5.2 Complaints about the Community Centre Manager

- The Secretary conducts the investigation.
- Findings are reported to the Trustee Board (with appropriate confidentiality).
- If unresolved, the complainant may appeal to an unconflicted trustee appointed by the Board.

### 5.3 Complaints about the Chair of Trustees

- The Secretary conducts the investigation.
- Findings are reported to the Trustee Board (excluding the Chair).
- If unresolved, the complainant may appeal to an unconflicted trustee appointed by the Board.

### Documentation

Each stage of the investigation must be documented in the Complaints Log.

### 6. Recording and Monitoring

All complaints will be entered into the Complaints Log, which tracks:

- Date received
- Method of complaint
- Summary and immediate action
- Referral details
- Outcome and response date
- Status (Green – resolved, Amber – in progress, Red – overdue/urgent)

The Complaints Log will be reviewed at each Trustee Board meeting.

Trustees will monitor complaint trends and adapt working practices where necessary.

### 7. Communication with Complainant

Acknowledgement is given within 10 working days. A written response will follow within 20 working days (or 25 if complex). If more time is needed, the complainant will be notified with reasons and next steps.

### 8. Trustee Oversight

The Chair (or, where appropriate, the Secretary) will present a summary of the Complaints Log at each Trustee Board meeting.

For complaints involving the **Chair** or **Centre Manager**, the Secretary will provide an anonymised summary to ensure transparency while maintaining confidentiality.

Trustees will ensure complaints are monitored and that lessons learned are incorporated into Centre practices.

### 9. Review

This policy, together with the Complaints Log, will be reviewed every two years to ensure alignment and effectiveness.

Reviewed: May 2026

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Next Review: May 2028

## Strouden Park Community Association

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