

COMPLAINTS POLICY & PROCEDURES

1. Purpose

The Trustees of The Perranwell Centre (Perran-ar-worthal Village Memorial Hall) are committed to providing the best possible service to its beneficiaries and others in compliance with the requirements of the Constitution. We are open to feedback about our work, both positive and negative, as this can provide us with valuable information about our effectiveness and how we can improve in order to better meet our aims.

If any user of the Perran-ar-worthal Village Memorial Hall or member of the local community is unhappy about the standard of service provided, the quality of facilities in the Hall, the safety of users, the handling of a particular situation, or any other matter, then the Trustees would wish to rectify these concerns if at all possible.

The purpose of this policy is to define the procedure for raising a complaint and how the trustees will try to resolve it. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of our charity's work, services, or conduct.

3. Our Commitment

- We will treat all complaints seriously, fairly, and promptly.
- We will handle complaints confidentially and in line with data protection laws.
- We will aim to resolve issues quickly and informally where possible.

4. How to Make a Complaint

Complaints can be made:

- **By phone:** 07974 799774 (Chair of Trustees)
- **By email:** j19frankland@icloud.com (Chair of Trustees) or julietayler@outlook.com (Secretary to Board of Trustees)
- **By post:** Perran-ar-worthal Village Memorial Hall, School Hill, Perranwell Station, Truro, TR3 7JU

The complainant should provide their name, contact details, and a clear description of their concern.

5. Complaints Procedure

Stage 1 – Informal Resolution

Where possible, we encourage you to raise your concern directly with the key people involved. We believe that that most complaints can be resolved quickly through informal discussion. You can talk to any trustee and, if necessary, the trustee will pass on the complaint to the person best placed to resolve it.

Stage 2 – Formal Complaint

If the issue is not resolved informally, please submit your complaint in writing to the Chair of Trustees or the Secretary.

- We will acknowledge your complaint within **5 working days**.
- We will investigate and report the outcome to the complainant within **20 working days**. If complex issues are involved and more time is needed, we will let you know within 10 working days when you can expect a full response.

If the Chair is unavailable, is the subject of the complaint or is involved in the complaint in any way, the Secretary will ensure that another trustee investigates the complaint.

Whoever is investigating the complaint may decide to meet with you to discuss the matter further.

All complaints and their outcomes will be reported to the next meeting of the trustees.

Stage 3 – Appeal

If you are not satisfied with the outcome, you have the right to appeal to the full Board of Trustees. The Board will review the matter and respond within **30 working days**.

6. External Escalation

If you remain dissatisfied after our process, you can contact the [Charity Commission for England and Wales](#) via their website.

7. Review

This policy will be reviewed annually by the Board of Trustees or when changes occur in national legislation or procedures.

A copy of this policy will be displayed on the noticeboard and the website.