

# Llangarron Community Association Complaints Policy & Procedures



## Introduction

This document describes the complaints procedure adopted by the Trustees of the Llangarron Community Association (LCA) in relation to the management and operation of the Garron Centre by the LCA Management Committee (“the Committee”).

The Committee is committed to maintaining a strong partnership with members of the local community and the users of the Garron Centre. The Committee is open to feedback and comments about our work, both positive and negative, as these can provide valuable information about our effectiveness and how we can better meet our aims.

The adoption of a clear complaints procedure will help the Committee to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible. The Committee will normally try to resolve complaints in an informal manner. However, if this is not acceptable to the complainant then the formal complaints procedure below will be followed.

## What can you complain about?

If any user of the Garron Centre or member of the local community is unhappy about the standard of service provided, please let us know, as the Committee would wish to work to rectify this. Your complaint may be about the quality of the facilities within the Garron Centre, safety of the users, the handling of a particular situation or issue, or any other matter. The Committee is committed to equal opportunities and takes complaints about discrimination very seriously.

## Procedure for Handling Complaints

The Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

The Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

The Committee aims to acknowledge complaints as soon as possible (within two weeks) and give a full response to complainants within one month.

If the complaint is judged to involve complex issues, complainants will be informed within one month when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody’s satisfaction.

All safety concerns that would endanger a user of the Garron Centre will be dealt with immediately notice is given, either by the Chairperson or in his/her absence any available committee member.

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## Informal Complaints

Informal complaints should be raised with the Chairperson of the Committee, using the contact details on the Garron Centre website:

<https://www.llangarron.info/garroncentre>

The Chairperson will investigate the complaint and respond to the complainant in writing

If the complaint directly concerns the Chairperson, complainants should contact the Secretary, who will consult with the Trustees. The Trustees will then appoint one or more of its members or other member of the Committee to investigate and respond to the complaint in writing.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint to the Trustees.

## Formal Complaints

In the event that a complainant is not satisfied with the deliberations of the Chairperson or delegated Trustee / Committee Member at the “Informal Complaints” stage, or considers the matter should be addressed in a formal manner from the outset, they may make a formal complaint for review by the Trustees.

Formal complaints must be made in writing.

In this case, details of the complaint will be distributed to each member of the Trustees and a meeting may be arranged to which the complainant will be invited in order to review the complaint. The Trustees will review the concerns raised by the complainant, consider the issues and, where relevant, assess whether the initial response to an Informal Complaint was appropriate. The Trustees will then determine any further actions and will notify the complainant of the outcome of their deliberations in writing.

## Monitoring, Evaluation and Review of Complaints

The Committee will review the outcome of all complaints on an annual basis (at one of their ordinary meetings) to inform their policies and practice, and to ensure the continued improvement of the services provided.

## Policy Review

This policy will be reviewed annually.

## Approval

This policy was approved and adopted by the LCA Management Committee, 1<sup>st</sup> February 2021.

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## Llangarron Community Association / Garron Centre Complaints Form

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

1. Name and Organisation (if applicable):
2. Address (including post code):
3. Telephone/ E-mail:
4. Tell us about your complaint in your own words:
  - a) Clearly outline why you are not satisfied
  - b) Clearly outline what you want us to do to put things right
  - c) Have you tried to resolve your complaint before?
  - d) If “yes”, please explain when and how

5. Any other comments?

Signed .....

Print name .....

Position in Organisation (If applicable) .....

Date.....