

Charity number 1185780



## **Magor & Undy Community Hub Complaints Procedure/Policy**

**If you have a complaint about the Magor & Undy Community Hub (MUCH), we want to hear about it and we will do our best to put it right.**

### **1. Our goals**

Our complaints procedure has the following goals:

- To deal with complaints fairly, efficiently, and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To increase satisfaction amongst those hiring and using the hub and orchard
- To use complaints constructively in the planning and improvement of all services.

### **2. When can I complain?**

Examples of circumstances that might lead to a complaint:

- If you have experienced problems in making a booking
- If the Hub did not provide what was agreed with regard to your hire
- If our staff and/or volunteers have been rude or unhelpful.
- If you believe you have been treated unfairly.

### **3. How to complain**

The Magor & Undy Community Hub Trustees would like to sort out any complaint as soon as possible.

There are two forms of complaint available to you, informal and formal.

### **4. Informal Complaint**

Many complaints can be resolved informally. In the first instance please speak to the member of staff or volunteer who is working with you. If you are not able to do this, please contact the MUCH Secretary via email, [secretary@magorandundyhub.org](mailto:secretary@magorandundyhub.org)

Adopted May 2023

Our aim with informal complaints is to:

- Listen to your complaint
- Apologise where necessary
- Agree a solution
- If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

## **5. Formal complaint**

You can make a formal complaint at any time and you do not have to make an informal complaint initially. The MUCH Trustees handle formal complaints.

Please use the complaint form below.

## **6. What Happens Next?**

### **Stage One**

Make an informal complaint and receive a response.

Make a formal complaint by completing the complaint form and sending it to the MUCH Secretary. You will receive acknowledgement of your complaint within 10 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the persons investigating the complaint. You may have someone with you if you are interviewed.

### **Stage Two**

The MUCH Trustee Officers will consider this, namely the Chairman, Treasurer & Secretary. You will receive a written response within 30 working days of its receipt. If additional time is required you will be notified in writing or by email.

### **Stage Three**

If you are dissatisfied with the response at Stage 2, you can appeal the decision by the MUCH Trustee Officers and this will be considered by all the MUCH Trustees at a Trustees meeting.

## **7. Other Points**

In all cases, a complaint will be given full and fair consideration. However, we cannot investigate historic complaints and it is difficult to investigate complaints if very little detail is provided.

If as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

## Magor & Undy Community Hub Complaint Form

Please complete the form below and send by email (either as an attachment or copied into the body of the email) to the MUCH Secretary at [secretary@magorandundyhub.org](mailto:secretary@magorandundyhub.org)

Or print out the form, complete it and send to:

FAO MUCH Secretary The Hub, Main Road, Undy Caldicot NP26 3GD

Your name: .....

Your address and postcode: .....

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Your daytime phone number: ..... Date.....

Your email address.....

### Please tell us your complaint.

- Please provide dates/times and if known, give the names of those involved.
- Please include any supporting material e.g., copies of emails
- Be clear and concise. Give as many details as you can at each stage of the process. As long as they follow a logical order, bullet points and notes are fine.
- If you run out of space, please use extra paper.

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What do you think we should do?

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What happens next?

We will:

- Send you an acknowledgement within 10 working days of receiving this form.
- Tell you who is looking into your complaint.
- Send you a full reply within 30 working days unless we have said that more time is required.