

The Stradbroke Sports and Community Centre Complaints Policy and Procedure

Introduction

The Stradbroke Sports and Community Centre (SSCC) Management Committee is committed to maintaining its strong partnership with members of the local community and the users of Stradbroke Community Centre. We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims. If any user of the SSCC or member of the local community are unhappy about the standard of service provided, the quality of the facilities within the Centre, the safety of users, the handling of a particular situation or issue, or any other matter, the SSCC Management Committee would wish to work to rectify this. The SSCC Management Committee are committed to equal opportunities and take complaints about discrimination very seriously. The adoption of a clear complaints procedure will help the SSCC Management Committee to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

Procedure for Handling Complaints.

The SSCC Management Committee believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved. The SSCC Management Committee aim to acknowledge complaints within five working days and give a full response to complainants within two weeks. If the complaint is judged to involve complex issues, complainants will be informed within two weeks 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 SSCC will be dealt with immediately notice is given by the Chairman or in their absence the Secretary. The SSCC Management Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

Stage One: Informal Complaints

Informal complaints should be raised with the Chairman. The relevant contact details can be found on the SSCC website www.stradbrokeonline.org.uk . Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Stage Two: Formal Complaints

Formal complaints should be made in writing and will normally be investigated by the Chairman in the first instance. If the complaint directly concerns the Chairman complainants should contact the Secretary, who will consult with the rest of the committee members. A written response will be given by the Chairman to all formal complaints.

Monitoring, Evaluation and Review

The SSCC Management Committee will review annually the outcome of all complaints at their ordinary meetings to inform their policies ensuring the continued improvement in the services provided.

Reviewed September 2021