



Complaints Policy

1. Purpose

Gamesley Community Group (GCG) is committed to providing a high standard of service to the community. We recognise that occasionally things may go wrong or people may feel dissatisfied with our services or facilities.

This policy explains how individuals can raise a complaint and how GCG will respond. We aim to ensure that all complaints are handled fairly, consistently and promptly.

2. What Can You Complain About?

You may make a complaint if you believe that GCG has failed to provide an acceptable standard of service.

Complaints may relate to:

- The quality or condition of the facilities
- The safety of community centre users
- The handling of a particular situation or issue
- The behaviour or conduct of staff, volunteers or representatives
- The handling of personal data
- Any other matter relating to the activities or services provided by GCG

GCG is committed to equality and fairness. Complaints relating to discrimination, harassment or unfair treatment will be taken particularly seriously.

3. How to Make a Complaint

Complaints should be submitted in writing wherever possible. You can complete the complaints form included in this document, send a letter, or contact us by telephone.

Your complaint should include:

- Your name and contact details
- A clear description of the issue or concern
- Any relevant dates or information
- What outcome or resolution you are seeking



Complaints should be directed to the Centre Manager who will acknowledge and investigate the matter.

4. Who Will Deal With Your Complaint?

Complaints will initially be reviewed by the Centre Manager, who will investigate the issue and provide a written response.

If you are not satisfied with the response, you may request that the matter be reviewed by the Chair of the Board of Trustees in conjunction with the Lead Trustee Governance.

They will consider:

- The issues raised in the complaint
- Whether the complaint was investigated appropriately
- Whether the response provided was reasonable

The Board of Trustees will then determine whether any further action is required.

GCG will treat all individuals making complaints with respect, fairness and courtesy.

5. Response Times

GCG aims to respond to complaints promptly.

- We will acknowledge receipt of your complaint within 10 working days.
- In most cases, a full written response will be provided within 20 working days.
- If the complaint is complex and requires additional investigation, we will inform you and aim to provide a full response within 25 working days.

Any complaints relating to immediate safety concerns that could endanger users of the community centre will be addressed as soon as the issue is brought to our attention.

6. Learning from Complaints

GCG views complaints as an opportunity to improve our services. Where appropriate, we will review procedures or practices to prevent similar issues arising in the future.



Complaints Form

Please complete this form to help us investigate and respond to your complaint. You may also submit your complaint by letter or telephone.

Name:

Organisation (if applicable):

Address (including postcode):

Telephone:

Email:

Details of your complaint

Please describe your complaint clearly. You may wish to include:

- What happened
 - Why you are dissatisfied
 - What you would like us to do to resolve the issue
 - Whether you have previously tried to resolve the issue and how
-

Signature: _____

Print Name: _____

Organisation (if applicable): _____



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