

Droxford Community Hub CIC (DCH)

(trading as Wilfrid's Café)

COMPLAINTS POLICY

Policy Statement

DCH is committed to providing a high-quality service for its customers, within the resources available. DCH is also committed to responding to complaints from any customer in a timely manner.

DCH will ensure that its complaints procedure:

- is easily accessible and understandable
- provides an effective means of allowing service users or their representatives to complain about the quality or nature of services offered by DCH
- is independent - all investigations will be carried out by individual(s) not directly connected with the complaint
- thoroughly and fairly investigates complaints within set time-scales
- keeps complainants informed of progress
- provides an effective response and appropriate redress
- provides feedback to the DCH Board so that areas of dissatisfaction can be improved
- is fully understood by all staff
- where possible the identity of the person making a complaint will be made known only to those who need to consider the complaint

Making a Complaint

In order to be as flexible as possible DCH is prepared to accept a complaint made:

- In person
- In writing, delivered by hand to Wilfrid's Café
- By email to wilfridscafe@gmail.com

For further contact details, please see <http://wilfrids.org>

How the Procedure Works

The Complaints Procedure has three levels:

- **First level / stage 1**

Many complaints can be dealt with quickly and satisfactorily at this stage. Initially the user will discuss the matter with the volunteer involved in delivering the service. The volunteer will at the outset try to determine what outcome the customer is seeking and will ensure that all steps are taken to resolve the complaint at the first point of contact.

The volunteer will endeavour to find a satisfactory solution and will keep the team leader informed of the complaint and outcome.

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At the end of stage 1, complainants will be told that if they are not happy with the outcome of their complaint, they can invoke Stage 2 of the Complaints Procedure.

- **Second level / stage 2**

Stage 2 is initiated by contacting the DCH Board in writing (letter, or email).

The Chair will investigate the matter and will normally give a full written reply within ten working days of receiving the complaint.

At the end of stage 2, complainants will be told that if they are not happy with the outcome of their complaint, they may have the matter reviewed by a panel elected from the DCH Board (stage 3).

- **Third level – stage 3**

If the complaint has not been settled to the satisfaction of the complainant at stage 2 the customer should request the matter be reviewed by a panel of the DCH Board.

The panel will consist of three people who will review the complaint and previous decision of the Chair. The Panel will be convened by the Chair of DCH (or a Board member appointed by the Chair) who will make the necessary arrangements to assemble the panel and provide the appropriate background information and personnel in order to come to its decision. Wherever possible, the panel will be convened within 15 working days of the request for a review being communicated. The panel will endeavour to provide their decision in writing to the complainant within 5 days of their decision.

Approval

Approved by:.....(Name)

Signed..... Date

(Chair of DCH)

Review

The effectiveness of this policy and associated arrangements will be reviewed at least biennially in response to new legislation, policies or guidance or specific demand and feedback, under the direct supervision of the DCH Board of Directors.

Date of next review: June 2028