



Complaints Procedure

The Bedhampton Community Centre (The Centre) always aims to provide high-quality services and facilities alongside a high standard of customer care. We recognise, however, that sometimes The Centre may not get things right and as such, it is important that you raise any issues or complaints with The Centre Manager.

This Complaints procedure explains how customers can raise a complaint about the services offered by The Centre and how The Centre will deal with such complaints.

Please remember, we are not the Savoy Ballroom and Cocktail bar. We are a very small Community based Charity largely run by willing volunteers and we all make mistakes from time to time. Nevertheless, we do aim to give our best services to all our customers and will always wish to put things right should we fall short of our promises.

How to make a complaint

Customers wishing to make a complaint should do so using the online contact form on our website or an email with the following information:

Please include the following:

- Title of Contact Form or email should read 'Complaint'
- Your full name
- Your contact details (telephone and email)
- The fact you are raising a complaint
- Any relevant dates and times appropriate to the complaint
- The type of services you paid for
- Any invoice number provided to you
- A key summary of the problem or problems you have experienced and why the services were not satisfactory.
- What you would like done in response to your complaint

What to Expect

Respect

We will always treat you with the utmost respect and ask that you do the same as we investigate your complaint fully. We reserve the right to refuse to investigate vexatious complaints or those clearly setting out to waste time or be a nuisance. We will also not tolerate abuse towards our staff and volunteers.

Receiving Complaints and acknowledgements

Complaints will be received and progressed during our normal office hours which are 0900-1700 Monday through to Friday or as published on our Website.

We will aim to acknowledge your complaint within 5 working days.

Investigation

We will conduct a thorough investigation into your complaint with the intent to be as unbiased and as fair as possible. We may need to contact you further to obtain additional details or seek clarification for the investigation.

Response

We will ordinarily provide a full response to your complaint via email. We aim to do this within 14 working days of our previous acknowledgement of the complaint. However, some investigations may take longer and if this is the case we will tell you and provide you with a revised timeframe within which you should receive a response and why there is a delay. Regular updates will be provided thereafter.

Potential Outcomes

We may agree with all, some or no part of your complaint. If we agree with all or some of your grounds for complaint then we will aim to offer a satisfactory resolution to you, proportionate to the wider benefits successfully delivered as part of our provided services, that may include:

- A full refund.
- A partial refund.
- Discount on a future booking.
- Provision of the services again on a date to be mutually agreed between us.
- A written apology.

We reserve the right to offer the solution we judge may be proportionate and appropriate in the circumstances. The above examples are the usual solutions we offer but we reserve the right to offer a different solution where this is appropriate.

Appeal

We hope that we will be able to satisfactorily resolve the Complaint first time around. However, if you are not happy with the outcome of your complaint, and only after conclusion of the processes described above, you may appeal to our Chair of Trustees. We will provide you with his contact details on request.

Other Options

In the unlikely event that we are not successful in resolving your complaint, you may wish to raise a formal dispute via other avenues. We are regulated by the Charity Commission and our Charity Registration number for reference is shown at the bottom of this procedure. However, the Charity Commission investigates only specific Complaints against individual Charities. For more information, please check their [website here](#) before making a complaint to them. The site also has links to other organisations that might be able to help.

We would always hope to resolve any dispute at the lowest level possible. However, if the complaint cannot be resolved via any of the above methods, you may wish to obtain legal advice and/or legal remedies which may be available to you. Information about your legal rights as a Consumer can be found on the Citizens Advice Bureau website

Change and Review History

Version	Author	Date	Change(s)
1	A Allison	3 Jan 26	New procedure issued