NEMCA Complaints Policy

1. Purpose
This policy outlines how complaints about the organisation, its services, volunteers, or staff will be handled. The community centre is committed to providing a fair, transparent, and effective process for addressing concerns.
This policy follows good governance principles promoted by the Charity Commission for England and Wales.

2. Definition of a Complaint
A complaint is any expression of dissatisfaction about:

- The services provided by the community centre
- The behaviour or actions of staff, volunteers, or trustees
- Decisions made by the organisation
- The quality of facilities or activities

Complaints can be made by:

- Service users
- Members of the public
- Volunteers
- Staff
- Partner organisations

3. Principles
The organisation aims to ensure that complaints are:

- Taken seriously and treated respectfully
- Handled fairly and confidentially
- Resolved as quickly as possible
- Used to improve services and practices

No one will be treated unfairly for raising a complaint.

4. Informal Resolution
Where possible, complaints should first be raised informally with:

- A staff member
- The Volunteer Coordinator
- The Community Centre Manager

Many issues can be resolved quickly through discussion.

5. Formal Complaints Procedure
Step 1: Submitting a Complaint
If the issue cannot be resolved informally, a formal complaint can be made by:

- Email
- Letter
- Complaint form
- In person

The complaint should include:

- Name and contact details
- Description of the issue
- Date and location of the incident
- Any supporting information

Step 2: Acknowledgement
The organisation will acknowledge the complaint within **5 working days**.

Step 3: Investigation
The complaint will be investigated by the Community Centre Manager or a designated trustee.
The investigation may include:

- Reviewing relevant records
- Speaking with individuals involved
- Gathering additional information

Step 4: Response
A written response will normally be provided within **20 working days** explaining:

- The findings of the investigation
- Any actions taken
- Steps to prevent similar issues in the future

Step 5: Appeal
If the complainant is not satisfied with the outcome, they may request a review by the **Board of Trustees**.
The decision of the trustees will be final.

6. External Complaints
If the complaint relates to serious misconduct, governance, or misuse of charitable funds, the matter may be reported to the Charity Commission for England and Wales.
Complaints about safeguarding should follow the organisation's **Safeguarding Policy** and may involve external authorities.

7. Confidentiality
All complaints will be handled sensitively and confidentially. Information will only be shared with those who need it to investigate and resolve the issue.

8. Record Keeping
The organisation will keep a record of complaints including:

- Date received
- Nature of the complaint
- Actions taken
- Outcome

Records will be stored securely in accordance with data protection requirements.

9. Learning and Improvement
Complaints will be reviewed periodically to identify patterns or improvements needed in services, policies, or procedures.

10. Policy Review
This policy will be reviewed regularly to ensure it reflects best practice and guidance from the Charity Commission for England and Wales.
Review Period: Every 2–3 years.

Adopted by: Nemca Trustees
Date: 16.03,26
Review Date: 2028



Chair of Trustees 16th March 2026