MALVERN YOUTH & COMMUNITY TRUST

Complaints Policy & Procedure

Proposed	*April 2023*
Approved	*July 2023*
Next Review	*July 2025*

Policy

MYCT recognises that, despite our best efforts, there may be occasions when a group or individual may have concerns that they wish to raise about Malvern Cube's actions or lack of actions. We would expect to be able to address these concerns informally and will record the interaction. However if the concern is considered to be of a more serious nature and the group or individual feel that they wish to make a complaint, MYCT has a full Complaints Procedure which we believe to be an efficient, fair and transparent process for dealing with any complaint so as to preserve the good reputation of Malvern Cube.

The Complaints Procedure is available to all who come into contact with Malvern Cube and it is detailed below and available via a link from Malvern Cube's website and copies are available in the office at Malvern Cube. A notice is displayed on the notice board at Malvern Cube directing the public to this procedure.

Complaints Procedure

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter.

Who will deal with your complaint?
In the first instance, Complainants are invited to have an informal meeting with the Centre Manager who will try to resolve the issue. This will be recorded in a 'Complaints log' with details of the complaint, the complainant, the date, and the action taken.

Where an individual raises an issue but does not want to progress it as an informal complaint or seek resolution, it will be deemed not to be a complaint, but simply a comment. Should the individual subsequently seek to progrees the issue, the informal complaints procedure will then be triggered.

If the complaint cannot be informally resolved, then the following formal and confidential process should be used.

All formal complaints should be sent in writing, in the first instance, to the Centre Manager (if she/he is not the subject of the complaint). Complainants may choose to use the form

Appendix A. The Centre Manager will address the issue, investigate the complaint, endeavour to deal with it and respond to the complainant in writing outlining any action they intend to take.

If the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to raise the complaint in writing with the Chair of the Trustees of MYCT. If the Chair of the Trustees is the subject of the complaint, the complaint should be addressed to the Deputy Chair, who will select a Trustee who is not involved in the complaint to deal with the matter.

If the Centre Manager is the subject of the complaint, the complaint should be addressed to the Chair of the Trustees, placed in a sealed envelope marked 'confidential' and handed in to the office at Malvern Cube. The Chair will select a Trustee who is not involved in the complaint to deal with the matter. The Trustee will investigate the complaint, endeavour to deal with it, and respond in writing outlining any action they intend to take.

The Chair (or other selected Trustee) will investigate the complaint, consider whether any further action is required and notify the complainant of their decision.

If the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to appeal to the Chair of Trustees who will investigate the complaint, consider whether any further action is required, and notify the complainant of their decision.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy. The process will be confidential at all stages. (Please see MYCT's Privacy Policy).

When will you hear from us?
We will let you know in writing that we have received your complaint within five working days.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give you a reply in this time, we will write to you and let you know why, and how we are dealing with your complaint and when we expect to give you a full reply.

We will deal immediately with any complaints concerning safety issues or Safeguarding at Malvern Cube where there is concern about the potential for anyone to be endangered.

Further Action
We will record all complaints. The Centre Manager and the Chair of Trustees will report complaints to the Trustee Board at their next meeting. The Trustee Board will monitor complaints to identify any issues or trends and ensure that working practices and procedures are complied with and adapted where necessary.

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MALVERN CUBE COMPLAINTS FORM

You may wish to read Malvern Youth and Community Trust's full Complaints Procedure – the below is extracted from it.

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter.

In the first instance, you are invited to have an informal meeting with the Centre Manager to raise your concern and the Manager will try to resolve the issue. A record will be kept in a 'Complaints log' with details of the complaint and the action taken. If the complaint cannot be informally resolved, then the formal and confidential process should be used which is outlined in the full Complaints Procedure document available at www.malverncube.com and from the office at Malvern Cube.

If the subject of the complaint is the Centre Manager, please contact the Chair of Trustees, Karen Humphries, via Karen@malverncube.com If the Chair of the Trustees is the subject of the complaint, please contact the Deputy Chair, via Colin@malverncube.com.

You may use this form to initially and informally raise your concern, but may prefer to write a letter, or telephone, or, ideally, speak directly to the Centre Manager at Malvern Cube.

1. Name of organisation (if applicable) or individual complainant.

2. Address

3. Telephone number

4. Email

5. Tell us about your complaint, clearly outlining the issue and what you would like us to do to put things right. Continue overleaf if needed.

6. Have you tried to get your complaint resolved before? If 'yes', when and how?

7. Any other comments?

Signed…….. Print name……

Organisation (if applicable)…….. Date……..

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Please hand this form into the office at Malvern Cube in a sealed envelope addressed to the Centre Manager, or the Chair of Trustees, as applicable.