

# The Alford Corn Exchange Complaints Policy

## Introduction

The Alford Corn Exchange Community Group is committed to providing our customers with the best service possible in line with the objects stated in our Constitution. However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. We take complaints very seriously and see them as an opportunity to help us see where our services or procedures might be improved. They also give us the chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair and transparent complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to make a complaint
- To make sure everyone at the Alford Corn Exchange knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To investigate whether any existing procedures or processes need to be improved

## Definition of a Complaint

The Alford Corn Exchange Community defines a complaint as “a communication either verbally or in writing where the complainant is dissatisfied with some aspect of the Hall's operations and expects a remedy.”

Complaints may come from members of the public or persons and organisations using the hall, local residents or suppliers. A complaint can be received verbally, face to face or by phone (in which case we will keep a note of your complaint), by email or by letter.

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees of the Alford Corn Exchange Community Group.

## Review

This policy is reviewed at least annually and updated as required.

Adopted on: 30<sup>th</sup> June 2022

To be reviewed: 30<sup>th</sup> June 2023

## **How to Complain**

### **Step 1: Contacting us**

Our aim is to resolve issues quickly so that they do not escalate into a complaint. The first step, therefore, should you encounter a problem, is to approach the manager of the Alford Corn Exchange (Andrew Hill, [manager@alfordcornexchange.co.uk](mailto:manager@alfordcornexchange.co.uk); 07598 964944).

Regardless of the outcome of this initial contact, the information will be passed on to the Trustees and registered in the complaints log.

Should you feel that your issue has not been resolved and wish, at this stage, to register your complaint in writing, you can send an email to [chairman@alfordcornexchange.co.uk](mailto:chairman@alfordcornexchange.co.uk)

Your complaint will be acknowledged within three working days

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Ideally complainants will receive a formal reply within four weeks.

### **Step 2: Complaint to the Charity Commission**

There is an option to complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at:

[www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx).