



Community Association for West Hampstead

Complaints Policy

Whilst we make every effort to meet peoples' expectations, circumstances may arise where, as a user of our services, you have a particular concern and wish to bring this to our attention. We will take all reasonable steps to resolve matters in everyone's best interests.

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INFORMAL COMPLAINTS

You should raise your concern with the Centre Manager at the time, as this enables us to respond and deal with an issue quickly.

The Centre Manager will seek to resolve your concern and meet any reasonable expectations you may have. If this is not possible immediately, the Centre Manager will make a note of:

- Your name and contact details
- The nature of your concern and anything that you wish to be done about it.
- The circumstances surrounding the complaint, including when and where any action has been suggested/taken and the details of others who have been present/involved.

Advise you that these details will be passed to the trustees who will review your concern.

FORMAL COMPLAINTS

Where you wish to make a formal complaint, it should be addressed to the Chair of Trustees by e mail to info@cawh.org.uk or by post to 17 Dornfell Street, London NW6 1QN. Correspondence should be marked "private and confidential".

To help resolve the complaint as quickly and effectively as possible you should send it in as soon as possible and should include -



- Your name, organisation (if relevant), address, telephone number and e mail.
 - If you do not wish to be contacted in a particular way, please let us know and we will of course respect this.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

Receipt will be acknowledged, if possible, within 5 working days. The complaint will then be investigated by the Chair or trustee(s) appointed to review the complaint by the Chair. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, you will be contacted to request this.

A response will be sent within 10 working days. If this is not possible, a holding reply will be sent after 10 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken.

If you are not satisfied with the response, you may appeal the decision, by e mailing or writing to the Chair, the contact details of whom will be included in our response. Appeals must be submitted within 20 working days of our response to the complaint.

The appeal should be specific about why you feel the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 20 working days and will be final.

WIDER ACTION

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the [Charity Commission](#), [Health and Safety Executive](#), other regulator, or the [Police](#).

Consideration will also be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

ANONYMOUS COMPLAINTS

Anonymous complaints will be recorded and any facts available looked in to. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in our work, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Consequently, if you wish to complain you are strongly encouraged to provide the information requested above and your contact details. This will also allow us to advise you of the outcome.

POTENTIAL COMPENSATION CLAIMS

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or concerning a personal issue, our insurers will be notified.

CONFIDENTIALITY

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the General Data Protection Regulation.

AVAILABILITY

This policy is to be made publicly available and given to anyone who advises that he/she wishes to submit a complaint.

VERSION CONTROL - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Board	30 January 2024	Initial draft approved	Annually