

St Luke & St John Ecclesiastical Charity

St Luke's Church Hall - Cheltenham

Complaints Policy

1. Introduction

St Luke's Church Hall Charity views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

2. Definition of a complaint

A complaint is your expression of dissatisfaction, whether justified or not, about any aspect of St Luke's Church Hall Charity.

Complaints may come from our customer or any person or organisation who has a legitimate interest in St Luke's Church Hall Charity. Complaints about the conduct within a group using the hall should be addressed to that group

We are best able to receive and respond to your complaint if you contact us by phone, by email or in writing.

3. Policy statement

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To make available our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at St Luke's Church Hall Charity 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 gather information which helps us to improve what we do

4. Confidentiality

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

5. Responsibility & Review

The chairman or treasurer accept overall responsibility for this policy and its implementation. They will also ensure that it is reviewed regularly and updated as required.

6. St Luke's Church Hall Charity Complaints Procedure

6.1 Contact Details for Complaints

As stated, we are best able to receive and respond to your complaint if you contact us by phone or by email. If you wish to speak to someone please telephone the bookings manager who will pass your complaint on to the chairman or treasurer. If you prefer to communicate with us by e-mail please e-mail bookings@stlukes-hall.org.uk

6.2 Receiving Complaints

The person who receives a complaint via the phone will:

- Write down the facts of the complaint
- Take your name, address and telephone number
- Note down your relationship to St Luke's Church Hall Charity (for example: customer)
- Tell you that we have a complaints procedure
- Tell you what will happen next and how long it will take
- Where appropriate, ask you to send a written account by email so that the complaint is recorded in your own words.

6.3 Resolving Complaints

In many cases, it would be our intention to resolve any dissatisfaction before it becomes a formal complaint. Therefore, please speak to a member of St Luke's Church Hall Charity staff at the time that you have a concern if at all possible. They may be able to resolve any problem swiftly and will do so if possible and appropriate.

If your complaint is made via one of the channels provided in 6.1, your complaint will be passed to the chairman or treasurer within one week. If they are not available for more than this period (e.g. on holiday) then your complaint will be referred to their deputy.

Your complaint will be acknowledged within two weeks and we will tell you who is dealing with the complaint and when you can expect a reply. A copy of this complaints procedure will be attached or enclosed with any communication to you.

Our ambition is to resolve your complaint within four weeks. If this is not possible a progress report will be sent to you with an indication of when a full reply will be given.

The reply to you will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint (subject to data protection requirements).

You can 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:

<https://www.gov.uk/government/publications/complaints-about-charities>

6.4 Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.