# Overview

The Broomhall Centre (BHC) aims to provide high quality services which meet the needs of both affiliate organisations and individuals. We believe we achieve this most of the time. However, in order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

Should you be dissatisfied with any aspect of BHC’s service the complaints procedure is as follows:

* If you are unhappy about any BHC service, or the way you have been treated by a member of BHC’s staff or a centre volunteer, please raise this issue with the person concerned in the first instance.
* If you do not feel that it is appropriate to talk directly to the staff member or volunteer concerned you can contact another staff member or the Chair or Secretary of the board of trustees.

You can submit your complaint in any of the following ways:

* You can record the details of your complaint on form at the end of this document;
* You can write a separate letter;
* You can send an e-mail; or
* You can telephone the BHC office.

Broomhall Centre’s contact details are shown below.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within two weeks of receiving your complaint.

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| **HOW TO CONTACT THE BROOMHALL CENTRE:** |
| In writing to: Centre Worker, Board Chair or Board Secretary as appropriate, Broomhall Centre, Broomspring Lane, Sheffield, S10 2FD |
| Telephone: (0114) 2729105  |
| e-mail: bookings@broomhallcentre.com, chair@broomhallcentre.com, secretary@broomhallcentre.com  |

# Complaints Procedure – Resolution

# Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

* Write down the facts of the complaint
* Take the complainant's name, address and telephone number
* Note down the relationship of the complainant to BHC (for example: client, member)
* Tell the complainant that we have a complaints procedure
* Tell the complainant what will happen next and how long it will take
* Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant’s own words.

# Resolving Complaints internally

BHC has an internal two stage process for dealing with complaints

# Stage One

In most cases, a complaint is best resolved by the person responsible for the issue being complained about.  If the complaint has been received by that person, they may be able to resolve it swiftly. They should do so if possible and appropriate.

On receiving the complaint, the person receiving it records it in the complaints log and attempts to resolve it directly.

Complaints should be acknowledged by the person handling the complaint within two weeks.  The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.  A copy of this complaints procedure should be attached.

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

Ideally complainants should receive a definitive reply within four weeks.  If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

# Stage Two

If the complainant feels that the problem has not been satisfactorily resolved or cannot be dealt with at Stage One, they can request that the complaint is reviewed at Board level.  At this stage, the complaint will be passed to the Chair or Secretary of the board.

The request for Board level review should be acknowledged within two weeks of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair or Secretary will request two, previously uninvolved, Board Members to consider the matter. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

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

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks.  If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

# External Stage

As a registered charity any complainant can, at any time, contact the Charity Commission.

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)

# Variation of the Complaints Procedure

The Board may vary the procedure for good reason.  This may be necessary to avoid a conflict of interest or over personalisation of issues.

# Monitoring and Learning from Complaints

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

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