

Complaints Policy

This Policy statement applies to anyone volunteering or working on behalf of Chard Community Hub.

The purpose of this complaints policy statement is for Chard Community Hub volunteers to confidently work with vulnerable adults, children, and families as part of its activities.

Chard Community Hub aims to provide its Directors, Volunteers and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible.

1. In the first instance we would expect you to raise any complaint directly with the member of person concerned.
2. The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person, or by telephone, letter or email to the Chair who will acknowledge, in writing within ten working days, the receipt of any complaint.

If the complaint is about the Chair the complaint should be addressed to Vice Chair or another Director.

At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what Chard Community Hub will do:

1. The Chair will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time, normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chair will agree any necessary further action with the complainant.

2. The complainant will have the right, if dissatisfied with the results of the enquiry, to put their case, in writing, to an appeal panel of two Directors.
3. If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.
4. The Chair will keep the Directors informed of the number and nature of complaints, and the outcomes.

This Policy statement applies to anyone working on behalf
of Chard Community Hub - 16.02.2022

If you have a complaint, contact the Chair of Chard Community Hub
secretary@chardcommunityhub.com

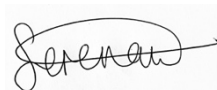
This policy statement came into force on 16.02.2022.

We are committed to reviewing our policy and good practice annually.

This policy statement and accompanying procedures were last reviewed on 29.05.2025

Print Name: S Wootton

Signed on behalf of Chard Community Hub:



Date: 29.05.25

Review Date: 29.05.2026