

5.3 TRCH Policy: Complaints procedure

Trinity Rooms Community Hub aims to provide its staff, volunteers and users with the best possible service. However, from time to time someone may feel that the quality or level of service provided falls short of what they reasonably expect.

We try to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance, we suggest you raise any complaint directly with the person concerned. Or if you are a volunteer, discuss the matter with your 'Buddy'.

The more formal procedure outlined below is intended for use by staff, volunteers and users of our services, where informal communication has not resolved the problem.

This is what you should do:

- Make the complaint by letter or email to the Chair of Trustees [address below]. At this stage you are welcome to be accompanied or supported by a friend, but not a legal representative.

This is what Trinity Rooms Community Hub will do:

- The Chair of Trustees will acknowledge the receipt of your complaint, in writing, within ten working days.
- They will investigate the circumstances leading to the complaint and will communicate the results of the investigation to you within a reasonable time.
- If the complaint is found to be justified, the Chair will agree any appropriate further action with you.

This is what you should do next:

If you are satisfied with this further action, the matter is closed.

If you are not satisfied with this further action, you have the right to put your case, in writing, to an appeal panel of two Trustees other than the Chair.

This appeal panel will agree any necessary further action with you. If you are still not satisfied, you may need to resort to litigation.

The Chair of Trustees will keep the other trustees informed of the number and nature of complaints, and the outcomes, at least once a year.

If you have a complaint, write to:

The Chair of Trustees, Trinity Rooms, Field Road, Stroud GL5 2HZ
hello@stroudtrinityrooms.org

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