



Old Farnley & District Community Association

Trading as Farnley Community Centre

Charity Number: 1206552

COMPLAINTS POLICY

Effective from: 01/09/2026

Review by: 01/09/2027

Complaints Policy

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For: Old Farnley & District Community Association trading as Farnley Community Centre

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1. Policy Statement

Old Farnley & District Community Association, trading as Farnley Community Centre, aims to provide high-quality services and facilities to our community. We take complaints seriously and will handle them fairly, promptly, and sensitively.

2. Scope

This policy applies to complaints made by service users, volunteers, staff, contractors, or members of the public about any aspect of the charity's work, services, or conduct.

3. Principles

- Complaints will be dealt with fairly and transparently.
- We will respect confidentiality where appropriate.
- Complaints will be handled without discrimination or victimisation.
- Learning from complaints will be used to improve services and governance.

4. Responsibilities

Trustees will:

- Oversee the complaints process and review outcomes.
- Ensure this policy is reviewed annually.

The Chair of Trustees (Peter Allison) will:

- Act as Complaints Lead.
- Ensure complaints are recorded, acknowledged, and investigated appropriately.
- Report serious complaints to the Board of Trustees.

All staff and volunteers will:

- Co-operate fully with investigations.
- Direct complainants to the correct process.
- Treat all complainants with respect.

5. Complaints Procedure

Stage 1 – Informal Resolution:

- Where possible, complaints should be raised directly with the person concerned or a member of staff/volunteer.
- We will aim to resolve issues quickly and informally.

Stage 2 – Formal Complaint:

- Complaints should be submitted in writing to the Chair of Trustees.
- An acknowledgement will be sent within 7 working days.
- The complaint will be investigated and a written response provided within 28 days.

Stage 3 – Appeal:

- If the complainant is not satisfied, they may appeal in writing to the Board of Trustees.
- A panel of trustees not previously involved will review the complaint.
- The panel's decision will be final within the charity.

6. Escalation

If a complainant remains dissatisfied after exhausting our procedures, they may refer the matter to external bodies such as the Charity Commission, local authority, or relevant regulator.

7. Monitoring & Review

- All complaints will be logged and reviewed annually by the trustees.
- Trends will be identified and action taken to improve services and governance.

8. Policy Governance

- Approved by the Board of Trustees of Old Farnley & District Community Association on 01/09/2026.
- Next review due annually.
- Policy owner: Chair of Trustees (Peter Allison).