

Complaints Procedure - members and other users of the Clubhouse

THIS PROCEDURE IS DISPLAYED PROMINENTLY THROUGHOUT THE CLUBHOUSE BUILDING

If you are disappointed by anything happening at the Clubhouse, including the Sanctuary or the Information Hub, you have a right to complain about it. **You can bring it up with your Support Worker or any other member of staff**, and if you're still not satisfied then you should follow this procedure:

Staff should follow the Grievance Procedure.

Procedure for making complaints

All complaints should be in writing and addressed to the Chief Executive of the Clubhouse. Complaints will be acknowledged within two working days of being received. If your complaint is about the Chief Executive then it should be addressed to a Trustee.

Any individual using the telephone helpline service will be sent this procedure on request.

Investigations of complaints

- Complaints will be looked into either by the Chief Executive or someone chosen by them
- You will be informed about how the investigation's progressing within 20 working days
- You will receive a full written response to your complaint within 30 working days

Reviews

If you are not satisfied with the response to your complaint, then you may request a review. These should also be in writing and addressed to the Chair of the Board of Trustees of the Clubhouse. Requests will be acknowledged within two working days of being received. Following this, a review will be carried out either by the Chair of the Board of Trustees or someone chosen by them.

Register

A register of all the complaints that have been made, along with their outcomes, is kept on file. Any complaint that doesn't have any confidential information inside is free to be looked at by anyone.

General

The above complaints procedure was approved by the Board of Clubhouse Trustees in October 2018. Any questions or comments should be addressed to the Chief Executive.

Staff should use the grievance procedure.

December 2019