

Complaints Procedure

Who should use this complaints procedure?

You should only use this complaints procedure if you are a member or guest (or you were a parent or carer when the incident you wish to complain about took place).

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1. What YOU need to do

- Check you have not delayed too long in making a complaint
- Agree to follow the 2-stage procedure

1.1 You **must** be a member, guest or a parent or carer of a child to make a complaint using this Complaints Procedure.

1.2 Please check that you are making your complaint **within 3 months of the incident** you wish to complain about. Complaints made after this period may not be considered.

1.3 Please follow the 2-stage procedure explained below (sections 3-5).

- This Complaints Procedure is designed to deal with your complaint fairly, swiftly, and as simply as possible.
- If you follow the 2-stage procedure explained below and start by raising your concern informally the centre is confident that nearly all complaints can be resolved at this first stage.
- Please do not try to bypass any stage by involving someone else –for example a Trustee – as the centre will still need to follow all three stages.

1.4 If your complaint is about CBLC Trust ('the Trust') rather than the centre then please go straight to section 5 - *Complaints about the Trust or Trustee*.

2. What CBLC will do

2.1 Treat you fairly.

- All complaints will be dealt with the same way regardless of the nature of the complaint
- The centre will deal with your complaint based on the available evidence
- The complaints procedure will respect the confidentiality of everyone involved
- The centre will keep a written record of any investigation carried out as part of a formal (Stage 2) complaint; together with a record of any subsequent actions, it takes

2.2 Keep you informed.

- If the centre agrees it has made a mistake or decides that in the future it will do things differently, it will tell you this
- If your complaint reaches Stage 2 it will provide you with a written response

2.3 Deal with your complaint as quickly as possible.

- The centre will respond to informal Stage 1 complaints as quickly as possible
- Formal complaints which go to Stage 2 will take longer to resolve as the CEO may need to talk to different people to gather evidence and hear both sides of the complaint
 - The deadlines the centre should meet are listed in sections 3-5 below
- Please be aware that any complaint made just before a holiday will usually take longer to respond to

2.4 Consider a range of responses to your complaint including:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again, and an indication of the timescales within which any changes will be made
- an undertaking to review policies in light of the complaint
- an apology

2.5 Explain what you can do if you are not happy with the outcome of your complaint



3. Informal Complaint - Stage 1

3.1 **Please speak to the Duty Manager** and explain your concern.

3.2 The centre will aim to resolve your complaint within 10 working day and if, for whatever reason, they need longer, they will let you know in writing.

3.3 If your complaint is about the Duty Manager, the CEO or Operations Manager will contact you.

3.4 If you and the centre cannot resolve your complaint informally through discussion then you can proceed to Stage 2.

4. Formal Written Complaint to the CEO - Stage 2

4.1 Please **complete the Complaint Form** and return it to the CEO. This form is available below or on request from the centre.

You can return it either electronically or as a paper copy. The centre will acknowledge they have received your form in writing within 5 working days.

4.2 The CEO will investigate your complaint within 15 working days. If for whatever reason the investigation requires longer than 15 working days, the centre will write to you and explain why and provide the expected date for reaching a decision.

4.3 If your complaint is about the CEO then your form will be sent to the Trustee for handling complaints. They will follow the same process as if the centre was handling your complaint.

4.4 When the CEO has completed their investigation they will write and tell you the outcome of your complaint. This will usually be one of the following:

- Your complaint cannot be upheld (agreed with) because the available evidence is insufficient or did not substantiate your complaint.
- The centre does agree your complaint is valid either in part or in full.

4.5 In both cases you will receive an outline of your complaint, a brief summary of what actions were taken, and the reasons for the decision.

4.6 In addition you will receive a brief summary of any further action the centre will take following your complaint. Please understand this *will not* make any reference to any individuals involved in the complaint.

5. Complaints about the Trust, CEO or Trustees

5.1 All complaints which are not about the CEO or staff will be dealt with in a very similar way as outlined above – fairly, swiftly, and as simply as possible.

What will be different is who within the Trust will deal with your complaint - as this will depend on who the complaint is being made against. Most complaints will be dealt with by the CEO or Chair of Trustees.

5.2 All complaints which are not about the centre will automatically be dealt with as a formal written complaint.

Please complete the Complaint Form below – and either hand it in to the centre who will forward it OR send direct to **rrosevear@cblc.co.uk**

5.3 The Trust will write to the complainant acknowledging the complaint within 5 working days of the date that the written request was received and will confirm the date for providing a response to the complainant.

5.4 Following their investigation the Trust will write to the complainant confirming the outcome within 15 working days of the date that the letter was received. If for whatever reason the investigation requires longer than 15 working days, the Trust will write to you and explain why and provide the expected date for reaching a decision.

Complaint Form *Please use this form for Stage 2 written complaints*

Please complete this form and return it to the centre, who will acknowledge its receipt and inform you of the next stage in the procedure.

<i>I confirm I am a member, guest or parent or carer to a child at this centre</i>		<i>Name of Centre: Carn Brea Leisure Centre</i>	
Yes	No		

Your details

Your Name			
Child's Name <i>(if relevant to complaint)</i>			
Your address			
Telephone numbers			
<i>Daytime:</i>		<i>Evening</i> :	
Email			

Your complaint

Please give concise details of your complaint to allow the matter to be fully investigated. <i>Include dates, times, names of witnesses etc if this is relevant.</i>



You may continue on separate paper or attach additional documents

if you wish, or expand the rows if completing electronically.

Number of additional
pages attached

What action, if any, have you already taken to try to resolve your complaint?
For example - who have you spoken with and what was the outcome?



carnbrea
leisure centre

What actions do you feel might resolve the problem at this stage?	
Date this form was completed	



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Centre use only

Form received by:		Date:	
Acknowledgement sent by:		Date	
Complaint referred to:		Date:	



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