



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 3-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 3-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 3-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 6 - *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 2/3) 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 or 3 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 or 3 will take longer to resolve as the General Manger 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 General 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 General Manager - Stage 2

4.1 Please **complete the Complaint Form** and return it to the General Manager. 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 General Manager 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 General Manager 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 General Manager 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.

4.7 If you are unhappy with the outcome of your Written Complaint at Stage 2 you can request a review of the decision. This will be done through a Complaints Review Panel. Please follow the procedure in Stage 3 below.

4.8 If you do not request a review within 15 calendar days of the date of your written response from the centre then the centre will consider the complaint closed and no further action will be taken.

5. Complaint heard by a Complaints Review Panel - Stage 3

5.1 To request a review of the centre's decision you must **complete a Complaint Review Form** and return it to the centre within 15 calendar days of the date of the written response to your original complaint. This form is available below or on request from the centre. You can return it either electronically or as a paper copy.

5.2 The centre will acknowledge they have received your form in writing within 5 working days and send you further information about how the panel will run and who can attend. They will also inform you that you have a further 7 calendar days to submit any further documents in support of your requested review.

5.3 The centre will consult with you to organise a convenient time and date for the Complaints Panel which will usually be held at the centre and within 20 working days of receiving your Complaints Review Form. If you do choose to submit more documentation the centre *may* extend arranging the panel to 30 working days.

5.4 All forms and other documents will be sent to you, the centre, and the panel members no later than 5 working days before the date of the panel.

5.5 The panel will consist of three people at least one of whom will have no connection with the running of the centre. In addition, none of the panel will have had any previous connection with your complaint. You will be told in advance who the panel are and whether they have any connection with either the centre or Trust.

5.6 The outcome of the Complaints Review Panel will usually be one or more of the following:

- Your complaint is dismissed in whole or in part
- Your complaint is upheld in whole or in part
- The panel decide on an appropriate action to be taken to resolve the complaint
- The panel recommend to the centre or the Trust that changes are made to systems / procedures / policies to ensure problems of a similar nature do not recur



5.7 The Chair of the Complaints Review Panel will write to you within 10 working days with the findings of the panel – which are final. A copy of the findings will also be sent to the General Manager, the person complained about (*where relevant*), and the Chair of Trustees.

6. Complaints about the Trust, Chief Executive or Trustees

6.1 All complaints which are not about the GM 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 Chair of Trustees.

6.2 All complaints which are not about a 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

6.3 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.

6.4 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.

6.5 To request a review of the Trust's decision you will need to complete and return the Complaint Review Form below **within 15 calendar days** of the date of the written response to your original complaint.

Full details of how this Stage 3 procedure is carried out will be sent to you with the response you receive to your initial complaint (6.4 *above*) - but will be very similar to that for centre-based complaints outlined in section 5 above.



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

<p>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></p>



*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?



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What actions do you feel might resolve the problem at this stage?

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Date this form was completed

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Centre use only			
Form received by:		Date:	
Acknowledgement sent by:		Date:	
Complaint referred to:		Date:	



carnbrea
leisure centre

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