

## COMPLAINTS POLICY & PROCEDURE

### POLICY STATEMENT:

We are committed to providing a high quality, accessible and responsive service to the people and organisations we work with.

However, if you believe that things have gone wrong or that we have failed to meet the standards of service you expect, then please tell us about your problem or concern.

We will respond to complaints and suggestions about the services we offer, and the actions of our staff. If your complaint is about the services or staff of another organisation using the Centre, we will ask you to talk directly to the organisation concerned.

We would like you to tell us if:

- You feel dissatisfied with any class or service run by RCLC
- You are unhappy with the way you have been treated by RCLC staff
- You wish to challenge a decision or statement made, or an action taken by RCLC
- You have any suggestions which you would wish to make to help RCLC improve and develop its service and the way it operates

All complaints will be treated confidentially.

### PROCEDURE FOR MAKING A COMPLAINT:

Explain the problem or concern to the member of staff you are dealing with, as they may be able to resolve the matter for you quickly. Please try to make sure that they understand why you are unhappy and what you think should be done to put things right.

If you are still not happy with the situation, please arrange to see the Centre Manager to discuss your complaint. (If your complaint is about the Centre Manager, please write to the Chair of Trustees instead.) She will investigate the matter and decide what should be done. You may receive a decision immediately, or it may take a few days to investigate your complaint. Usually we will let you know the outcome within 2 weeks. If we need more time, we will tell you.

If the Centre Manager or the Chair has not been able to resolve your complaint, or if you are unhappy with their decision, they will report the matter to the next meeting of the Board of Trustees. We will tell you the date of the meeting and invite you to come and explain your complaint to the Trustees. You can write a letter if you prefer. The Board will decide what is to be done, and we will write to inform you of its decision within a week of the meeting.

If you want to write a letter and have any difficulty with it, one of the Centre's Community Development Workers can help you.

## YOUR PERSONAL INFORMATION:

While all complaints will be treated confidentially, in some cases it may be necessary for the Centre to store your personal information (or “data”) in order to properly deal with your complaint.

The table below outlines how RCLC complies with General Data Protection Regulations (“GDPR”) in the context of this policy. Further details on how the Centre complies with GDPR can be found in our Data Protection Policy, Confidentiality Policy and Privacy Notice.

<b>Holding your personal information</b>	<p>Where we already hold personal information about you, we will ask you if you are happy for us to use it in order to deal with a complaint.</p> <p>It is possible that we may need other information in order to deal with a complaint and we will talk to you about collecting and using this information if it is needed.</p>
<b>How your personal information will be stored</b>	<p>All of the personal information that we hold will be stored in a locked cupboard or on a password protected computer.</p>
<b>How long we will store your information for</b>	<p>Any personal information that is stored for the specific purpose of dealing with a complaint will be deleted as soon as the complaint has been dealt with and it is no longer needed.</p>
<b>The type of information that we will store</b>	<p>We will need to store enough detail to allow us to properly deal with your complaint. Sometimes this might include personal information relating to the people involved.</p> <p>We will ask you before storing any of your data in order to deal with a complaint.</p>
<b>Why we will keep your information</b>	<p>In order to deal with a complaint, we will need enough information to understand what has happened.</p>
<b>The legitimate reason (or “lawful basis”) for us storing your information</b>	<p>The reason for storing any personal information in addition to the information that we already have will be to deal with a complaint in a fair way.</p>

Date Approved by Board: [May 2019](#)

Date of Review: [May 2024](#)