



Bradmore Green

Community hub

Bradmore Green Community Hub CIC

Complaints Policy Procedures

1. Policy Statement

Bradmore Green Community Hub CIC is committed to providing high-quality services and a welcoming environment for everyone who uses the Hub. We recognise that from time to time things may go wrong, and we welcome feedback and complaints as an opportunity to learn and improve.

All complaints will be taken seriously, handled fairly, and dealt with promptly and respectfully.

2. Scope

This policy applies to:

- Service users and visitors
- Staff and volunteers
- External organisations and individuals hiring rooms
- Anyone affected by the activities or services of the Hub

3. What Is a Complaint?

A complaint is an expression of dissatisfaction about:

- Services or activities delivered by the Hub
- Behaviour of staff, volunteers, or facilitators
- Use of the building or facilities
- Decisions made by the Hub

This policy does **not** replace safeguarding or whistleblowing procedures.

Safeguarding concerns must be reported in line with the **Safeguarding Policy & Procedures**.

4. How to Make a Complaint

Complaints should be made as soon as possible after the issue arises.

Complaints can be made:



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- In person
- By email
- In writing

Contact details will be made available on request and on Hub communications.

5. Informal Resolution

Where possible, we will try to resolve complaints informally by:

- Listening to the concern
- Discussing possible solutions
- Agreeing actions to resolve the issue

Many issues can be resolved quickly at this stage.

6. Formal Complaints Procedure

If the complaint cannot be resolved informally, or if the complainant wishes to make a formal complaint:

1. The complaint will be acknowledged within **5 working days**
2. The complaint will be reviewed by a Director or nominated representative
3. Relevant information will be gathered and considered
4. A written response will be provided within **20 working days**, where possible

7. Confidentiality

All complaints will be handled confidentially and shared only with those who need to know in order to investigate and resolve the issue.

8. Unreasonable or Persistent Complaints

Bradmore Green Community Hub CIC reserves the right to manage complaints that are deemed unreasonable, abusive, or persistent in a way that protects staff, volunteers, and the organisation.

9. Monitoring and Learning

Complaints will be:



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- Recorded and monitored
- Reviewed to identify trends or areas for improvement
- Used to inform changes to practice or procedures where appropriate

10. Review

This policy will be reviewed annually or sooner if required.

Date: September 2025

Next review date: September 2026

Approved by: Stacey Humphrey