

Buckinghamshire Community Wellbeing (BCW) Hub Document Identity			
Title:	Complaints Policy and Procedure		
Document Ref:		Version:	Second Version
Date of original publication:	18 December 2024	Date of this version:	26 th January 2026
Review Scheduled:	January 2027	Obsoletes:	
Status:	Active	Comments:	
Policy Adopted by BCW Hub: Signed on behalf of management board: Date:	<p style="text-align: center;">26th January 2026</p> <p style="text-align: center;">Ruth Farewell, Chair of the Board of Trustees</p> <p style="text-align: center;">26th January 2026</p>		

Complaints Policy and Procedure

Introduction

Buckinghamshire Community Wellbeing (BCW) Hub is committed to providing all our stakeholders and service users with the highest standard of service. We believe that complaints offer us an opportunity to listen, learn and act on the feedback provided.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint
- To publicise our complaints procedure so that people know how to contact us to make a complaint
- To make sure the staff, volunteers and Trustees at BCW Hub know what to do if a complaint is received
- To make sure all complaints are investigated fairly and promptly
- To make sure that complaints are addressed and that relationships are repaired
- To ensure that complaints are monitored in order to improve our services
- To maintain a Complaints Log and report to Trustees at the monthly Board meetings on any complaints received

Definition of a Complaint

A complaint is an expression of dissatisfaction about an act, omission, decision, or a service of BCW Hub, whether it is justified or not. This may result from the action of a staff member, volunteer or Trustee of BCW Hub or from an activity or programme of work held at BCW Hub or that BCW Hub is involved with.

Complaint Sources

Complaints may come from any individual or organisation that has been in contact with BCW Hub and/or our services. A complaint may be received verbally, by phone, by email or in writing, or via social media.

This policy does not cover complaints from staff, Volunteers, and Trustees who should refer to BCW Hub's Equality, Diversity and Inclusion Policy, Whistleblowing Policy, Violence and Aggression Policy, and Harassment and Sexual Misconduct Policy (depending on the nature of the complaint in question).

Confidentiality

All information relating to the complaint will be handled sensitively, in accordance with the General Data Protection Regulation (GDPR) and BCW Hub's Data Protection Policy. Only people who need to know about the complaint will be informed of it. BCW Hub will only hold on to any personal data provided for as long as it is needed to properly investigate and resolve the complaint.

Responsibility and Review

The Trustees of BCW Hub are responsible for this policy and its implementation.

This policy is reviewed annually and updated as required.

Complaints Procedure

Content of complaints

When making a complaint to BCW Hub, please (as relevant to each complaint):

- describe the issue you are complaining about with as much detail as possible
- include dates and times if appropriate
- include the names of any BCW Hub representatives you were in contact with
- provide copies of any relevant documentation if appropriate
- state how you believe BCW Hub might reasonably address the complaint, if possible
- please provide your name and contact details as we will not respond to anonymous complaints

Please note we will only deal with complaints that are relevant to BCW Hub and its business. Any complaint regarding the operations of any specific activity or service that is located at the Hub should be given directly to the activity/service organiser.

Written complaints

Written complaints about BCW Hub can be emailed to:

welcome@buckscommunityhub.com or should you wish for this to go directly to the Hub manager email Claire.tilson@bucks.ac.uk

Alternatively, they can be posted to:

Hub Manager

Buckinghamshire Community Wellbeing Hub

Buckinghamshire New University
59 Walton Street
Aylesbury, Buckinghamshire
HP21 7QG

When we receive a complaint

We may receive a complaint by email or post, as well as through other channels, such as social media. The BCW Hub representative who receives a complaint will:

- Write down the facts of the complaint as given by the complainant
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to BCW Hub, for example, a beneficiary, service user or partner organisation
- Advise the complainant of our complaint's procedure
- Advise the complainant of what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by email or by post so that the complaint is recorded in the complainant's own words

Resolving Complaints

Early Resolution

Every reasonable and appropriate effort should first be taken to resolve the matter informally by consulting with either the person who has caused the concern, their line manager, or another member of the BCW Hub Team.

Stage One

If the matter cannot be resolved through early resolution, a complaint can be placed in writing to the Hub Manager (details above). If the issue concerns the Hub

Manager, the complaint can be placed with the Chair of Trustees), who can direct the complaint to the Board of Trustees.

If the complaint relates to a specific person, they will be informed and given the opportunity to respond.

The Hub Manager will acknowledge complaints within five working days. The acknowledgement will say who is dealing with the complaint and when the complainant may expect a reply. A copy of this complaint's procedure will be attached.

Ideally complainants should receive a definitive response within 28 working days of acknowledgement. If this is not possible because an investigation has not been completed, a progress report will be sent to the complainant with an indication of when they may expect to receive a full response.

Regardless of whether the complaint is found to be valid or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint be escalated and reviewed at Board level. The Complaint must be done within ten working days of receiving the formal complaint outcome.

At this stage, the complainant should forward his/her complaint to the Chair of the Board of Trustees. The Chair will acknowledge the request within five working days of receiving it. The acknowledgement will say who will deal with the case and when the complainant may expect a reply.

The Chair of the Board may investigate the case or delegate another Trustee to do so (where there is no conflict of interest). This will involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One will be kept informed of developments.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

Ideally, complainants should receive a definitive reply within 15 working days from Board Acknowledgement. If this is not possible because the review has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Regardless of whether the complaint is upheld or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to obtain external assistance to resolve the issue.

Charity Commission

If the complainant is not happy with the outcome of the Board's review of their complaint, they can complain to the Charity Commission. Further details are available at: <https://www.gov.uk/complain-about-charity>