**Complaints Policy and Procedure**

**General statement**

*The Aggie Café and Social Club* aims to provide the highest quality service at all times. We

recognise, however, that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

*The Aggie Café and Social Club* views complaints as an opportunity to learn and improve for the

future, as well as a chance to put things right for the person or organisation that has made the

complaint.

1**. Introduction**

1.1. The purpose of this complaint’s procedure is to ensure that all complaints are dealt with

fairly, consistently, and effectively, so they can be resolved as quickly as possible.

1.2. This procedure and its contents will be publicised, so service users know how to contact us

and make a complaint.

1.3. *The Aggie Café and Social Club* uses complaints positively and takes subsequent action to

maintain and improve service quality and effectiveness.

1.4. *The Aggie Café and Social Club* demonstrates that it does care and considers the

procedure as an important aspect of service delivery.

2. **Definition of a complaint**

2.1. A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of the Charity.

2.2. A complaint can be received verbally, by phone or in writing.

2.3. Complaints can be issued from service users or any other person or organisation with an

interest in the Charity and its activities.

3. **Confidentiality**

3.1. All complaints will be handled sensitively and with care.

3.2. All information collected will be stored and handled under the *The Aggie Café and Social Club’s* data protection and confidentiality policies.

4. **Making a complaint**

4.1. Many complaints can be resolved informally.

4.2. when making a complaint please provide us with your name and contact details and as much detail as possible so that we can respond and investigate efficiently.

4.3. Complaints can be made by:

• By email; at *Theaggieclub2023@gmail.com*

• By telephone; on *07922098379*

• In writing to; *The Aggie Café and Social Club*, Bellfields road, Guildford, Surrey, GU1 1QG

All complaints made in writing should be marked “private and confidential” for the attention

of the office management team.

5. **Complaint procedure**

5.1. Complaints received by telephone or in person need to be recorded. The person recording

the complaint will:

• Write down the facts of the complaint

• Take the complainants name, address and telephone number

• Note down the relationship between the charity and the complainant

• Explain the complaints procedure and timelines

• Ask the complainant to complete a complaints statement, so the complaint is

recorded in the complainants’ own words.

5.2. On receiving the complaint, the management team of *The Aggie Café and Social Club* will

consult with the Comittee and an investigation will be launched by TRUSTEES.

5.3. Within 10 working days of your initial complaint, we will acknowledge and provide an initial

written response to your feedback.

5.4. If the complaint relates to a specific person, they should be informed and given a fair

opportunity to respond.

5.5. Whilst we expect most complaints to be resolved within that timeframe, if a more in-depth

investigation needs to be conducted, we will advise you of the investigation outcome in

writing within 28 days of receipt of the complaint.

5.6. If in exceptional circumstances, we are not able to meet our deadlines, we will keep you

informed and updated throughout the investigation.

5.7. Whether the complaint is justified or not, the reply to the complainant should describe the

action taken to investigate the complaint, the conclusions from the investigation, and any

action taken as a result to the complaint.

6. **If you are unsatisfied with the outcome**

6.1. If the complainant feels the problem has not been satisfactorily resolved they can request

that the complaint is reviewed by the Committee and Trustees, at this stage, the complaint will be passed to the chairman to decide final decision.

6.2. The chair may investigate the case themselves or delegate a suitable senior person to do so.

6.3. Any request for review will be acknowledged within 10 working days. The acknowledgment

will name the person dealing with the case and a time frame of when a reply should be

expected.

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

opportunity to respond.

6.5. We will advise you of the investigation outcome in writing within 28 days of receipt of the

complaint.

6.6. If in exceptional circumstances, we are not able to meet our deadlines, we will keep you

informed and updated throughout the investigation.

6.7. Whether the complaint is upheld or not, the reply to the complainant should describe the

action taken to investigate the complaint, the conclusions from the investigation, and any

action taken.

The decision taken at this stage is final, unless the Committee and Trustees decides to seek external assistance with resolution.

7. **If you are not happy with how a charity deals with your complaint**

7.1. If you are not happy with how the charity deals with your complaint, contact the relevant

regulator.

8. **Complaints to a regulator**

8.1. How to contact the fundraising regulator if your complaint relates to:

• The way you have been asked for donations

• How fundraisers have behaved

[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

8.2. How to complain to the Charity Commission if a charity is:

• Not doing what it claims to do

• Losing lots of money

• Harming people

• Being used for personal profit or gain

• Involved in illegal activity

<https://www.gov.uk/government/organisations/charity-commission>

8.3. How to contact ICO if:

• You have problems accessing your personal information from an organisation

• If you are concerned about how an organisation has handled your information

<https://ico.org.uk/make-a-complaint/data-protection-complaints/>

Associated Policy and Procedures:

• Data Protection Policy

• Confidentiality Policy

*Last reviewed and updated by The Aggie Café and Social Club’s Committee & Trustees on 01/01/2025*

*APPENDIX 1*

***The Aggie Café & Social Club’s***

***Complaints Form***

*Date: Time:*

***Details of Complaint:***

***Name:***

*Address:*

*Postcode:*

*Contact Number:*

*Landline:*

*Email address:*

*Time and Date of Incident:*

***Declaration signature of Complainant:***

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*