

CANOLFAN CEIRIOG CENTRE CYF

Company Registration Number: 4984871

Charity Registration Number: 1103898

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Complaints Policy

1. Policy Statement

Canolfan Ceiriog CYF is committed to delivering high-quality services and maintaining positive relationships with all members of the community. We value feedback and take complaints seriously as they help us improve. This policy outlines how individuals can raise a complaint and how we will respond.

2. Scope

This policy applies to complaints from:

- Members of the public
- Hall users or hirers
- Volunteers or partners

It does not apply to internal grievances by staff or volunteers, which are handled under the Grievance Procedure.

3. Aims

This policy aims to:

- Provide a fair and consistent approach to handling complaints
- Resolve complaints quickly and informally where possible
- Learn from complaints to improve services and relationships

4. How to Make a Complaint

Complaints can be made verbally, in writing, or by email to a trustee. Please provide as much detail as possible, including:

- What happened
- When and where it happened
- Who was involved (if known)
- What outcome you are seeking

Complaints should be made within 3 months of the issue occurring where possible.

5. Informal Resolution

We aim to resolve most issues informally and quickly. A trustee will speak with the complainant and, if appropriate, those involved to find a mutually agreeable solution. This process should be completed within 10 working days.

6. Formal Complaints Procedure

If the matter is not resolved informally, a formal complaint should be submitted in writing to the Chair of Trustees. The procedure is as follows:

1. Acknowledgement of the complaint within 5 working days.
2. Investigation by an appointed trustee or panel.
3. A written response within 20 working days with findings and any action proposed.
4. Opportunity to appeal the outcome if not satisfied.

7. Appeals

If the complainant remains dissatisfied, they may submit an appeal in writing within 10 working days of receiving the outcome. A separate panel of trustees will review the case and respond within 15 working days. The appeal decision is final.

8. Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared with those involved in investigating or resolving the complaint.

9. Monitoring and Review

The Trustees will monitor complaints to identify trends or recurring issues. This policy will be reviewed annually or following a serious complaint.

This policy is fully endorsed by the Canolfan Ceiriog Centre Trustees

Trevor Bates (Chair)
June 2025