

ASHENGROUND COMMUNITY CENTRE



Telephone: 01444 447050

E-mail: info@ashengroundcc.org

website: www.ashengroundcc.org

Southdown Close
Haywards Heath
West Sussex
RH16 4JR

Complaints Policy

Introduction

This document aims to help you understand the complaints procedure managed by Ashenground Community Centre.

What can you complain about?

Ashenground Community Centre recognises that, despite its best efforts, there may be occasions when a group or individual may wish to complain about the Centre's actions or lack of actions.

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter.

We are committed to equal opportunities and take complaints about discrimination very seriously.

Ashenground Community Centre views a complaints procedure as an efficient way of dealing with any complaint and a means of preserving the good reputation of the Centre through a transparent and fair process.

Who will deal with your complaint?

All complaints should be sent, in the first instance, to the Centre Manager (if he/she is not the subject of the complaint), who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take.

- If the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to raise the complaint in writing with the Chair of the Management Committee.
- The Chair will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision.

If the Centre Manager is the subject of the complaint the complaint should be addressed to the Chairman of the Trustees, placed in a sealed envelope and handed in to the office. The Chairman will select a Trustee who is not involved in or the subject of the complaint to deal with the matter, who will address the issue, investigate the complaint, endeavour to deal with it and respond in writing of the action they intend to take.

- In this instance if the matter is not resolved or the complainant is not satisfied with the action proposed, then they will be invited to appeal to the Chairman of the Trustees who will investigate the complaint, consider whether any further action is required and notify the complainant of his/her decision.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

ASHENGROUND COMMUNITY CENTRE



Telephone: 01444 447050

E-mail: info@ashengroundcc.org

website: www.ashengroundcc.org

Southdown Close
Haywards Heath
West Sussex
RH16 4JR

If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a Community Hall user would be dealt with immediately notice is received.

Further Action

The Centre Manager and the Chair of the Management Committee will report complaints to the Management Committee at the next meeting.

The Committee will monitor complaints to identify trends and ensure that working practices and procedures are adapted where necessary.

Approved by the Board of Trustees

17th March 2026

Registered Office: Ashenground Community Centre
Southdown Close, Haywards Heath, West Sussex RH16 4JR

A Company limited by guarantee and registered in England and Wales under No. 4413212
Registered Charity No. 1093850

