

# Complaints Procedure for Knock Christian Centre, Cumbria

## 1. Introduction

Knock Christian Centre (KCC) is committed to providing a welcoming, respectful, and safe environment for all those who interact with the Centre, including visitors, volunteers, and staff. This policy sets out the steps to take when making a complaint and how such complaints will be handled, ensuring that any issues are addressed promptly and effectively. As the Centre does not provide activities or instructors to user groups, any complaint regarding the conduct of a user group's staff or activities should be directed to the group leader or the organisation they represent. Groups hiring in third party providers should direct any complaints to that third party, not to KCC.

Any complaint regarding the facilities offered, or the conduct of KCC Wardens or Trustees should be passed on in the way described below.

## 2. Purpose

The purpose of this policy is to:

- Ensure that any complaints received are dealt with fairly, promptly, and in a consistent manner.
- Provide a clear process for individuals to voice their concerns.
- Identify areas for improvement in the Centre's services and activities.

## 3. Scope

This policy applies to all complaints related to Knock Christian Centre facilities, or its Wardens and Trustees.

## 4. Definitions

- **Complaint:** An expression of dissatisfaction with a service, decision, or behaviour.
- **Complainant:** The individual or group raising the complaint.

## 5. How to Make a Complaint

Complaints can be made in the following ways:

- **Verbal:** A complaint can be raised in person with the Wardens or a Trustee, who will record it and pass it to the relevant person for review.
- **Group Feedback form:** All group leaders are required to complete this form before leaving the Centre, which should be used to record and issues they would like the Trust to rectify
- **In writing:** A letter or email can be sent to the Centre's Wardens, or, if the complaint concerns the Wardens, then it should be sent to the Chair of the Trust. If you wish to remain anonymous, please specify that in your complaint.

Please provide as much detail as possible, including the nature of the complaint, relevant dates, and any individuals involved. This will help us address your concern more effectively.

## 6. Acknowledging the Complaint

Once a complaint has been received, the complainant will be acknowledged within **5 working days**. If further information is required, the Centre may contact the complainant to gather more details or clarify the issue.

## 7. Handling the Complaint

- **Stage 1: Informal Resolution**

If possible, the complaint will be dealt with informally, and the complainant will be encouraged to speak directly to the person involved. Often, a conversation can resolve the issue quickly and amicably.

- **Stage 2: Formal Resolution**

If the issue cannot be resolved informally, the complaint will be referred to the Centre's Trust for further investigation. The matter will be reviewed thoroughly, and the complainant will receive a written response outlining the findings and any actions to be taken.

## 8. Timeframe for Resolution

We aim to resolve all complaints within **28 days** of receiving the complaint. In cases where this is not possible, we will inform the complainant of the delay and provide an updated timeframe.

## 9. Outcomes

Depending on the nature of the complaint, possible outcomes may include:

- An apology for any inconvenience or distress caused.
- A change in practices or policies to prevent recurrence.
- Further training or guidance for staff or volunteers.
- No action if the complaint is not substantiated.

## 10. Escalating a Complaint

If the complainant is not satisfied with the outcome of the formal resolution, they may request a review by the Trustees or a designated independent person. If the complaint remains unresolved after this, the complainant may contact an external body, such as the **Charity Commission for England and Wales** or any other relevant regulatory authority.

## 11. Confidentiality

All complaints will be handled with confidentiality and respect. Personal details will only be shared with those who need to know in order to resolve the issue. However, it may not always be possible to guarantee complete anonymity if the complaint involves serious misconduct.

## 12. Monitoring and Review

This Complaints Policy will be reviewed annually to ensure it remains fit for purpose and reflects best practices. The leadership team will monitor the number and type of complaints received to identify any recurring issues and ensure continuous improvement.

## 13. Contact Information

For all complaints, please contact:

chairman@knockchristiancentre.com

For any postal enquiries:

**Knock Christian Centre**  
Knock

Nr Appleby

Cumbria CA 16 6DL

