

Dean Court Community Association Complaints Handling Policy



Policy last reviewed: Feb 19

Next review: Feb 21

Introduction

1. Dean Court Community Association (DCCA) is a registered charity (number 1146730) and a company limited by guarantee (number 7966249).
2. The purpose of DCCA is to provide a community centre for use by groups and individuals mainly within Cumnor Parish. The governing body for DCCA is a Board of Trustees who are also Directors of the Company, registered at Companies House.
3. The Trustees have appointed 2 part time administrators and a part time manager who work various hours in the centre throughout the week, noted on the office door.

Procedure

4. The following procedure should be followed:

Step One

Complainant to write to the Bookings Team c/o The Centre or e-mail deancourtcc@gmail.com

Step Two

Bookings Team will consider complaint and respond within 14 days

Step Three

If matter not resolved, complainant to write to the Trustees c/o The Centre or e-mail deancourtcc@gmail.com

Step Four

The Trustees will consider the complaint and respond within 14 days

Regulatory Bodies

5. DCCA is a registered charity and therefore complainants who feel that their complaint has not been resolved to their satisfaction are able to write to the Charity Commission.

6. If the complaint is about **fundraising** which has not been resolved to the complainant's satisfaction, then the complainant should contact the Fundraising Standards Board (<http://www.frsb.org.uk/donors>) if the complaint is about:
- a. The way you have been asked for donations;
 - b. How fundraisers have behaved;
 - c. A charity's use of professional fundraisers.

7. If the complaint is about **advertising** which has not been resolved to the complainant's satisfaction, then the complainant should contact the Advertising Standards Authority (<http://www.asa.org.uk>) if the complaint is about:
- a. An advertising campaign you think is offensive, deceptive or inaccurate;
 - b. The amount of emails or mail you get from a charity

8. **Other serious complaints**

Report serious concerns to the Charity Commission for example if a charity is:

- a. Not doing what it claims to do;
- b. Losing lots of money;
- c. Harming people;
- d. Being used for personal profit or gain;
- e. Involved in illegal activity.

9. **Charity employees with serious complaints**

Employees can report suspected wrongdoing in any organisation they work for without losing their job or being punished by their employer by making a whistleblowing complaint to:

Charity Commission-whistleblowing
whistleblowing@charitycommission.gsi.gov.uk