

# Lochside Arena Complaints Policy

## Complaints Policy

The purpose of this complaint policy is to enable users or volunteers to be fully informed upon the process by which any complaints received by the Centre will be managed. It aims to ensure that all complaints received are responded to in a manner which reassures the person making the complaint that complaints are managed in an appropriate and timely manner.

It is recognised that complaints may provide the charity with a valuable opportunity to identify any shortcomings in the service provided to both clients and staff.

Before making a complaint, please remember that Lochside Arena is a community facility run by volunteer trustees. While we endeavour to ensure the highest standards possible, please realise that we will never be able to offer the same level of facilities as a commercially operated centre.

Please have the attitude of “what can I do to help make my community facility better” if you feel there are things which can be improved.

While we are always happy to receive feedback on any subject, please restrict formal complaints to:

- Concerns around the health, safety and wellbeing of users.
- The welfare of animals at the arena.
- Defects to facility affecting the operation of the building for its intended purpose.
- Conduct and quality of professional coaches providing lessons at the arena.
- Conduct of volunteers representing the arena at events.

## How to make a complaint?

Complaints may be made directly in person, by email or in writing and this policy outlines the procedure to be followed if a complaint is received.

Email: [lochsidearena@gmail.com](mailto:lochsidearena@gmail.com)

Write to: Lochside Arena, Lochs Road, Isle of Lewis, HS2 9JN

## Who do I complain to?

Any complaint should be made to either of the following personnel:

Amy Fraser – Chairperson

Adrian Trevor – Trustee

If a complaint relates to allegation of ill treatment of a child or adult at risk, then the Centres Safeguarding Policy will be followed. This will include reporting the concern to the BHS Safeguarding Team.

Amy Fraser is the arena's safeguarding officer.

### **When a complaint is received**

The following details of a complaint are recorded:

- Name of complainant and contact details
- Date of receipt
- Nature of complaint

Complaint details will only be circulated to those with direct need to be informed upon the complaint. Complainant details will be deleted from the complaint when the complaint is closed, prior to the complaint being logged.

### **Responding to a complaint**

The trustees will acknowledge receipt of the complaint within 2 working days.

Depending upon the nature of the complaint, the trustees may choose either of the following options;

- to telephone/meet with the complainant to discuss the complaint before initiating any investigation
- initiate an investigation to ascertain the facts.
- respond to the complainant upon the outcome of the complaint, e.g. upheld or not within 5 working days.

In situations whereby the complaint may require further time allowance to enable further investigation then the trustees will inform the complainant.

Upon closure of investigation, the trustees will initiate appropriate action in response to the complaint where appropriate.

Details of the investigation and any resulting outcome will be recorded in the complaints log.