



COMPLAINTS POLICY

Mayfield & Five Ashes Community Services (MAYFACS)

Introduction

MAYFACS believe that our staff, volunteers and visitors are welcomed and supported in a warm and professional manner, signposting and supporting through all our activities and roles. We always take on feedback and welcome suggestions as to how we can improve, and where required, will give prompt and serious attention to any concerns about how we operate.

However, we recognise that from time to time, users of our support and services may feel that the quality or level of service is less than they could reasonably expect. In order to ensure our services remain at a high and professional standard, we have a procedure through which you can let us know of any reason you are not satisfied. We aim to bring all concerns to a satisfactory conclusion for all parties involved.

Making a complaint:

Stage 1: Discuss your concern with a member of staff or the lead volunteer of your activity. Most concerns should be resolved amicably and informally at this stage, and often an immediate solution can be found. Should the concern or complaint need to be raised to the Charity Manager, this can be done either via the staff or volunteer initially approached, or by the person raising the concern. This action should be discussed at the time of the initial complaint to follow up.

Stage 2: If concerns are not resolved at Stage 1, send your complaint in writing (letter or email) or request an in-person meeting with the Charity Manager who will respond in writing within 14 working days to acknowledge receipt of your complaint and/or arrange a convenient time to meet in person. If your complaint concerns the Charity Manager, please send your complaint FAO Chair of the Board of Trustees (and mark as private).

Please send to: MAYFACS, London House, High Street, Mayfield TN20 6AQ or email (if for Charity Managers attention) to manager@mayfacs.org.uk.

The Charity Manager will discuss the complaint with necessary members of staff/volunteers and with the Chair of the Board of Trustees and together they will investigate the circumstances leading to the complaint. The Chair may delegate another trustee or group of trustees to investigate complaints on their behalf. If the complaint concerns the Chair, the Charity Manager will discuss with another member of the Board of Trustees.

The Charity Manager will write to you within 21 working days to advise the outcome of the investigation, whether it is felt that your complaint was justified and if so, what will happen next to satisfactorily resolve matters. Where appropriate the Chair of the Board of Trustees on behalf of MAYFACS, will send you a written reply and inform you of the relevant actions.

Stage 3: If you are not satisfied with how the complaint has been dealt with, or the outcome of your complaint, you have the right to appeal. You will be invited to a meeting to put your case personally, to the Chair and two members of the Board of Trustees. They will then discuss and report back to you directly.

If you are still not satisfied, you can contact the Charity Commission at PO Box 211, Bootle L20 7YX or for further information please visit <https://www.gov.uk/complain-about-charity>



Mayfield & Five Ashes Community Services

Registered Charity No. 1166647

www.mayfacs.org.uk



The Charity Manager will advise the Board of Trustees at each quarterly meeting of any concerns/complaints that have been received, what they involved and how they have been resolved. The Charity Manager will also put in place any further actions to prevent similar concerns being an issue moving forward.

POLICY No.

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DATE POLICY REVIEWED/REVISED: Sept 2024 DATE FOR NEXT REVIEW: Sept 2027

TRUSTEE SIGNATURE: Signed on hard copy

TRUSTEE NAME (Print): L.Firrell (Chair)