

# Complaints Policy

## 1. Policy Statement

Probus Parish Players (PPP) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made a complaint.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at PPP knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information that helps us to improve what we do.

## 2. Definition of a complaint

A complaint is any expression of dissatisfaction - whether justified or not - about any aspect of PPP.

If a criminal offence is alleged, then the police will be informed.

## 3. Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in PPP – including customers, members, and stakeholders.

A complaint can be received verbally, by email or in writing.

We cannot guarantee that complaints made via our social media channels will be seen and responded to within the timescales set out in this policy. We will aim to acknowledge complaints made via these channels but will then refer the complainant to an alternative method of communication so that the complaints policy can be followed.

## 4. Confidentiality

All complaint information will be handled sensitively in accord with The Data Protection Act 2018.

Only those directly involved in the case who need to access the information to deal with the complaint will be able to obtain relevant confidential information.

## 5. Responsibility

Overall responsibility for this policy and its implementation lies with the Committee of PPP.

## 7. Making a complaint

### Timeframe

Complaints should generally be made to PPP as soon as possible; but within three months of the incident's occurrence. If it is longer PPP may ask for an explanation as to why the complaint was not made within this time frame.

### Informal complaints

Our aim is to deal with any complaint as soon as possible. Many complaints can be resolved informally. In the first instance contact us and, if you feel able, speak to a member of the committee who will try to resolve the matter.

### Formal Complaints

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. Please put your complaint in writing and email it to [support@probusparishplayers.co.uk](mailto:support@probusparishplayers.co.uk).

When you make a complaint, it is helpful if you could include the following information:

- Describe clearly what happened – please include the date, time, and location of the incident along with any witness details if relevant.
- Tell us why you are making a complaint.
- Tell us what you would like us to do.
- Please provide your full name, email address, and contact phone number.
- Tell us how you would prefer us to contact you.
- If appropriate, please send us any documents that support your complaint.

If an individual cannot make a written complaint, they can liaise directly with a committee member of PPP, who will assist them in making a written complaint or email [support@probusparishplayers.co.uk](mailto:support@probusparishplayers.co.uk) who will be able to assist.

Where PPP has agreed to assist a complainant, they will:

- take clear written notes on the details of the complaint, in line with the required information in the list above and share these with the complainant.
- record the name and contact details of the complainant, including telephone number, email address and postal address.

Once this has been shared and agreed with the complainant, the complaint will be submitted to [support@probusparishplayers.co.uk](mailto:support@probusparishplayers.co.uk).

## 8. What happens next?

### Step 1: Acknowledgement

You will receive acknowledgement of your complaint within 5 working days.

## Step 2: Appointment of an investigating officer

An investigating officer may be formally appointed by the committee of PPP. This officer will be an individual who has not been directly involved/mentioned in the complaint and will usually be from the membership of PPP.

## Step 3: Review

You may be contacted to obtain any additional information that we may require to help us resolve the complaint.

## Step 4: Meeting

You may be required to attend a complaint investigation meeting with the investigating officer. Where your complaint relates to a committee member, the Chair or Vice Chair will be in attendance. Where children or vulnerable adults are involved, the Safeguarding Lead will be in attendance.

## Step 5: Formal Response

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit will be discussed with the complainant.

This response will include the following information:

- who investigated the complaint.
- what form the investigation took (who was involved, what information was sought, how it was assessed).
- the outcome of the investigation.
- an apology if there was any fault.
- actions will be taken to put things right.

It is normal practice for learning to be made from all our complaints. The investigating officer will make recommendations to the committee of PPP which will then be implemented through an action plan.

## 8. Policy review

Probus Parish Players is committed to reviewing this policy on an annual basis.

- Date Created: September 2023
- Date ratified by the Committee: November 2023
- Date of last review: November 2023
- Next review date: November 2024