



# St Werburghs Community Association Complaints Procedure

## HOW TO MAKE A COMPLAINT

We take complaints seriously and treat them as an opportunity to develop. This is why we are always grateful to hear from people willing to take the time to help us improve.

## YOU CAN DECIDE EXACTLY HOW YOU WOULD LIKE TO GET IN TOUCH WITH US:

You can call us on 0117 955 1351. One of our friendly reception staff will be ready and willing to help. Our phone lines are open Monday to Friday from 9am to 4.30pm. Outside of these hours you can leave us a message and a contact number and someone will return your call the next working day.

You can email us at [complaints@stwerburghs.org.uk](mailto:complaints@stwerburghs.org.uk)

Or you can write to us at:

Complaints  
St Werburghs Community Centre  
Horley Road  
St Werburghs  
Bristol  
BS2 9TJ

Please include your name, address, contact telephone number and details of your complaint giving names, dates and times (where appropriate) so that we can respond promptly to the evidence you have given us. We would also like to know how you think your complaint could be resolved.

## HOW LONG WILL IT TAKE?

We aim to respond fully and conclusively to all complaints within ten working days. However, you will receive an acknowledgement of your complaint within the first 5 days of receipt. Wherever possible, we will deal with it more quickly; if we think it will take longer, we will let you know.



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A Community Venue for East Bristol  
Horley Road, St Werburghs, Bristol BS2 9TJ  
Managed by St Werburghs Community Association

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[www.stwerburghs.org.uk](http://www.stwerburghs.org.uk)

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From experience, we have found that the best way to resolve a problem quickly is by telephone. This way we can make sure that we fully understand the issue and can gather all of the information that we need to resolve the problem in a fast and effective way.

In more complex situations, where an immediate response may not be possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and, between us, we will agree on the best way and time to get back in contact with you.

### WHAT WE WILL DO

We will work to fix problems, correct mistakes and address concerns. We want to reach the best possible outcome. We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress and provide you with a prompt response.

From time to time, we receive complaints that do not relate directly to something that SWCC has done, or that we are not in a position to comment on. We are a charity with limited resources and we must use these in the best way possible. This can mean not engaging in lengthy debates on issues that are unrelated to our work.

### There may be rare occasions when we choose not to respond to a complaint. These include:

- When a complainant is being abusive, prejudiced or offensive in their manner
- When a complainant is harassing a staff member
- When a complaint is incoherent or illegible
- SWCA cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can
- When a complaint is about something with which SWCA has no direct connection. We may choose to reply to explain why it is not directly related to SWCA but we are not obliged to
- When someone unreasonably pursues a complaint that we have already responded to and resolved.



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## WHO ELSE CAN HELP?

We really hope that we are able to resolve your complaint in an honest, open and satisfactory way.

However, if after contacting our team, you are still unhappy then you can write, either by letter or email, directly to the Chair of our Board of Trustees outlining the details of your complaint, why you have not been happy with our response to date, and what you would like us to do to put things right:

FAO The Chair of the Board  
St Werburghs Community Centre  
Horley Road  
St Werburghs  
Bristol  
BS2 9TJ  
Email: [chair@stwerburghs.org.uk](mailto:chair@stwerburghs.org.uk)

Please outline the details of the complaint, why you have not been satisfied with our response up to now and what you would like us to do to put things right.

## What else can you do?

If you feel that your complaint is still not resolved and you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.

The Charity Commission  
PO Box 1227  
Liverpool  
L69 3UG  
0845 3000 218  
[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

## OUR PLEDGE

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, sincerely apologise for them and then try to prevent them from happening again in the future.

Thank you for helping us to provide a better service.



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