



Document Name	Complaints Policy
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COMPLAINTS POLICY

HOW TO MAKE A COMPLAINT

If you believe that a member, Employee (salary or sessional) or Trustee has breached the Service Standards or you have concerns about their conduct, there are procedures in place to make a complaint about that individual. You can ask us to look into your concerns under our Complaints and Disciplinary Regulations.

Who may make a complaint?

Anyone, whether an organisation or an individual, can make a complaint or raise a concern about a Member/ Employee / Trustee of the Ely Centre if you believe they may have acted in an unprofessional manner.

We want to hear people's views on our services. It helps us to learn, improve and provide the services that you want. Please tell us if you are unhappy with our service in any way.

To make a complaint, please contact the Centre Director. You will find their contact details at the bottom of the page. Many complaints can be resolved in a straightforward way via a telephone call or email to the Centre Director or to the Chair of Trustees, if your complaint involves the Centre Director. If you have taken this step and are still not satisfied, you may wish to take things further. You can do this by using our Complaint Procedure which is outlined below.

Sometimes the Ely Centre itself may initiate a complaint or take over the role of Complainant, for instance if the complaint raises a matter of general principle, or if a pattern of behaviour has been identified, including from informal feedback or hearsay.

Complaints will be investigated and handled under the applicable policy, taking account of the Service Charter/ Code of Standard at Ely Centre events, Service guidance and / or supplier contract as appropriate.

All attendees at Ely Centre events e.g. delegates, speakers, exhibitors, trainers, suppliers, agree to abide by the Code of Behaviour at Events. Complaints or concerns may be raised during the event itself, or as soon as possible afterwards.

How to report a complaint of inappropriate behaviour

Contact the Director of Services at info@elycentre.co.uk , on 02866320977 or by letter to:

Director of Services
The Ely Centre
52 Forthfill Street
Enniskillen
Co Fermanagh
BT746AJ

The Ely Centre will identify an Investigating Officer (usually a trustee) who will be your point of contact at the Ely Centre and advise you on the stages of the Complaint.

You may also raise a concern or complaint with a member of staff or one of our volunteers in attendance at events or training courses. They will refer you to the Director of Services or register your complaint or concern on your behalf.

How the system works

Initial Checks

We will check that the person you have complained about is a Member/ Employee/ Trustee— or was a so at the time of the issue or incident you are complaining about. If this is not the case, we will not be in a position to take the complaint further.

If the person you have complained about is an employee/ trustee/ member, we will refer the complaint to their appropriate line manager

We will advise you if we think the complaint is not covered by the Code of Conduct or by our complaints policy.

The Ely Centre shall consider whether to suspend the Individual without prejudice pending the outcome of any investigation if it is likely that continued association would be harmful to the interests of the complainant, other Members or the Ely Centre itself.

We will also consider whether it is appropriate to refer the matter to the police or other public authority in the first instance. In these circumstances, we may halt the Ely Centre Complaints Procedure until the other enquiries or actions are completed. Action by other bodies does not of itself cancel the Ely Centre Complaints Procedure.

All complaints and concerns will be logged, even if no further action, or only limited follow up, is possible at this stage.

Written details

To help us investigate your complaint you will be asked to state your complaint in writing (we can help you to do this, if necessary). The person you have complained about will be asked to provide a written reply. Please provide as much of the following information as possible when you contact us:

- A clear description of the complaint and what you would like us to do;
- Whether you would like to remain anonymous to the person complained about;
- Whether it is an original complaint, or a follow-up to a reply that you were not satisfied with;
- Your full postal address, telephone number and email address, with your preferred method of contact.

We will acknowledge your complaint and explain what happens next and the likely timescales. When we contact you, we will also tell you what you can do if you are not satisfied with our reply.

Confidentiality

Everyone (you, the person you have complained about, and anyone involved in handling the complaint) must keep every detail of the complaint and the complaints procedure confidential until the Investigating Officer decides otherwise.

Information provided will be stored securely and handled confidentially, and will be accessible only to the relevant individuals involved in the complaint.

If a complaint results in a formal disciplinary process, and the decision is against the Individual, a summary of the complaint and the outcome may be made public.

As a complainant you may request that your identity remains confidential or anonymised. Whilst your complaint will be treated seriously and will be investigated, the requirement to keep your identity confidential is likely to limit the Ely Centres ability to investigate fully and/or take action.

Mediation

Where appropriate some complaints may be resolved through Mediation, when the Ely Centre supports both sides to reach an agreement. This is an informal process, organised at the discretion of the Ely Centre, which depends on the willingness of both sides to take part. The process is confidential. No records of the discussions are kept, and the result is not published.

Outcomes

The Ely Centre may decide to:

- Expel the Member;
- Invoke formal disciplinary process against employees (salary/sessional)
- Suspend the Member/ Trustee/ employee for a period of time whilst remedial action is taken and the breach resolved;
- reprimand the Member or issue a formal written warning, including advising the Member (or the person you have complained about) of any steps they should take to remedy or to refrain from continuing or repeating the unprofessional conduct in question;
- Require the Member to take a specific action, for example undertake specific additional training;
- Impose sanctions on a Supplier in accordance with the contract;
- Take no further action.

You can withdraw your complaint at any time. Please write to the person handling your complaint.

Note: Although non-specific or anonymous complaints or concerns will be taken seriously and investigated, the scope of the investigation and any action that can be taken may be limited by the anonymity of the complainant.

Complaints regarding the Ely Centre itself should be made in writing to:

The Chairperson
The Ely Centre
52 Forthfill Street
Enniskillen
Co Fermanagh
BT746AJ

By email: lee@elycentre.co.uk