

THE HARNHILL CENTRE OF CHRISTIAN HEALING

COMPLAINTS POLICY

The Harnhill Centre is committed to working in an open and accountable way that builds trust and respect for all. Every effort is made to ensure that the highest standards are maintained in everything we do. One of the ways in which we can continue to improve our service to the Christian church at large is to listen with compassion and respond to the views expressed by guests and those attending events at the Centre. Harnhill Centre aims to resolve any complaint which may arise in relation to the Charity and its activities as soon as reasonably practical. In the interest of fairness and consistency, Trustees and staff will seek to follow the procedure set out below.

Complaints are taken seriously, and they are treated as an opportunity to learn and develop. If something is wrong, we rely on someone taking the trouble to tell us about their worries, or concerns so that the problem can be addressed whenever that is appropriate. It is recognised that a complaint may be formal or informal and will be treated accordingly.

As a Charity we are regulated by the Charity Commission and by other regulatory bodies and there are some areas where we have statutory obligations to report matters of importance.

Complaints Co-ordinator.

The Trustees or Director will nominate a Complaints Co-ordinator. The Complaints Co-ordinator will work in conjunction with the Director who will work with the complainant and the person against whom the complaint has been made with the aim of ensuring that the problem is solved to the satisfaction of all concerned. The Director will always have discretion to raise an issue with a trustee or the Board if the matter is considered of sufficient importance.

In our case the Director has overall responsibility for ensuring that complaints about a member of the community, staff or volunteers and the quality of service offered, is properly handled. A complaint about the Director or a Trustee will be handled by a Board member or by the Chair.

Process

Our aim is always to process any complaint to ensure a quick and satisfactory conclusion. With this object we:

1. Make the process easy by taking account of different ways of preferred communication;
2. Treat all complainants with dignity, promptly, and where appropriate confidentially;
3. Investigate fully and impartially;
4. Respond within a reasonable timescale;
5. Provide clear information to all concerned parties; and
6. Explain how the complaint can be escalated if unresolved, and is not vexatious.

This policy is not intended to cover employment related matters, for which other specific policies and procedures exist. This does not prevent an employee using this policy to raise a complaint but employment procedures will be more appropriate to use.

Procedure

- 1 Making the complaint.
 - By telephone to the office during normal working hours.
 - By e-mail to complaints@harnhillcentre.org.uk.
 - By post, addressing all correspondence in the first instance to the Director or Bursary of Harnhill Centre.

In the case of a formal complaint please ensure that you give your name, address, contact telephone number and/or e-mail address and clearly express how you wish to be contacted.

The Complaints Co-ordinator will consider whether legal advice may be required and obtain approval for seeking such advice as may be appropriate, from the Director or Trustees.

2 Details of the complaint.

State clearly what is the problem and how it has occurred with all relevant information. Explain how this has affected you and what you consider should be done to put matters right.

3 Procedure Stage One

On receipt, your complaint will be acknowledged as soon as possible and recorded. We will seek to agree on the best way to handle the matter and how to communicate with you. A more substantive written response should follow within 10 working days. The complaint shall be recorded and kept in the complaints register.

4 Procedure Stage Two

We will attempt to respond fully and conclusively to all complaints within ten working days. If we think more time is needed you will be informed. The Complaints Co-ordinator will lead the investigation unless the complaint is about that person or the Director or a Trustee.

5 Appeal

If you are still dissatisfied with the outcome of the investigation you may appeal to the Director within ten working days from the date when the letter/e-mail notifying you of the outcome of the investigation is communicated to you.

6 Situations when we will not respond

There are circumstances when we will not respond to a complaint:

- If the subject matter has no direct connection to us;
- When a complaint is unreasonably pursued that has in our opinion been settled;
- Where for legal reasons it is appropriate to refer to the escalation process rather than respond. A complainant will be informed should this be the case;
- If the complainant is abusive, prejudiced, offensive or the matter is vexatious;

- The complaint is unclear, incoherent or illegible;
- When a complaint is generic and is sent to other organisations with similar objects.

The Charity Commission

The Charity Commission is our principal regulator.

Their contact details are as follows:

The Charity Commission, PO Box 1277, Liverpool L69 3UG Tel: 0845 300 218

Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Fund Raising Regulator

We are not registered with this organisation as we do not make street or door to door collections or use third party fund raisers.

Approved by the Trustees on 30th January 2019; revised January 2021.