



Complaints Policy and Procedure

Clapton Park URC / Round Chapel Old School Rooms

Approved by: BOARD OF TRUSTEES

Date Adopted: 13th April 2026

Date of Next Review: April 2027

Policy Statement

Clapton Park URC (CPURC) / Round Chapel Old School Rooms aims to maintain high standards in everything we do, but we recognise that we can sometimes get things wrong despite our best intentions. We view a complaint as an opportunity to put things right for the person raising it, and to improve our practice going forward.

We are committed to handling all complaints fairly, consistently, and promptly, and to learning from them to improve our services and activities.

Purpose

The purpose of this procedure is to enable CPURC to resolve complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. The aims of this policy are:

- To provide a clear and fair procedure for individuals to raise a complaint about CPURC, its services, its employees, or its volunteers
 - To ensure that everyone working for or with CPURC knows how to handle complaints
 - To ensure all complaints are handled equally, fairly, and in a timely manner
 - To ensure that learning from complaints is used to improve our services and prevent recurrence
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Scope

This policy applies to anyone who comes into contact with CPURC's staff or volunteers in the course of our work, or who engages with services or activities we provide. This includes participants, building hirers, donors, and members of the public.

This policy does **not** apply to:



- **Staff HR complaints** — complaints by employees about other employees or about their employment are handled under CPURC's HR policies and procedures
 - **Safeguarding concerns** — any concern relating to the safety or welfare of a child or vulnerable adult must be reported immediately to the Designated Safeguarding Lead and handled under CPURC's Safeguarding Policy. Safeguarding concerns should not be treated as complaints
 - **Ministerial or pastoral complaints** — complaints relating to ministers are referred to the United Reformed Church and handled under the URC's own procedures
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1. Making a Complaint

1.1 Complaints should be submitted to Michelle Baker, Centre Manager, in one of the following ways:

- **In writing:** CPURC Round Chapel Old School Rooms, Powerscroft Road, London, E5 0PU
- **By email:** manager@theroundchapel.org.uk
- **By telephone:** 020 8533 9676

1.2 When making a complaint, please provide as much of the following information as possible:

- Your name, address, telephone number, and email address
- If you are making a complaint on behalf of someone else, their name and contact details
- The name and role of any individual the complaint concerns, if applicable
- Full details of the complaint, including relevant dates, times, events, and people involved
- Details of any documents or other evidence relevant to your complaint
- Details of how you would like CPURC to resolve the matter

Whilst we will make every reasonable effort to address your concerns, we are not bound to take any action beyond that which we are contractually or legally obliged to take.

2. Handling Your Complaint

2.1 CPURC operates a two-stage complaints procedure. We aim to resolve all complaints at Stage One without the need to proceed to Stage Two.

Stage One — Informal Resolution

2.2 Upon receipt of your complaint:

- Your complaint will be logged and acknowledged in writing within **five working days**



- The Centre Manager (or another appropriate member of staff, if the complaint concerns the Centre Manager) will be assigned to handle your complaint
- The complaint handler will contact you within **ten working days** to discuss a possible resolution
- Any agreed resolution will be confirmed in writing

If your complaint is about the Centre Manager, it will be referred directly to the Chair of Trustees for handling.

Stage Two — Formal Investigation

2.3 If your complaint has not been resolved at Stage One, or you are not satisfied with the outcome, you may escalate to Stage Two.

Upon escalation:

- Your complaint will be logged and acknowledged in writing within **five working days of the escalation**
- A formal investigation will be undertaken, which may involve a face-to-face meeting
- At any formal meeting, you may be accompanied by an appropriate person, such as a close family member or friend. CPURC reserves the right to request an alternative companion if the chosen person is considered inappropriate
- The person about whom the complaint is made will be kept informed of the progress of the investigation and will have the right to be accompanied by a colleague at any formal meeting
- CPURC will take a written record of any formal meeting. Electronic recording of meetings is not permitted without express written permission from all parties
- No parties are entitled to legal representation under this procedure
- We aim to resolve Stage Two complaints within **twenty-eight days**
- At the conclusion of Stage Two, you will receive full written details of our investigation, our conclusions, and any action taken

3. Appeals

3.1 If you are not satisfied with the outcome of Stage Two, you have the right to appeal.

- Appeals must be submitted in writing within **ten working days** of receiving the Stage Two outcome
 - Appeals should be directed to Michelle Baker, who will refer them to the Chair of Trustees or a designated trustee not previously involved in the complaint
 - Receipt of your appeal will be acknowledged within **five working days**
 - At the conclusion of the appeal, you will receive full written details of the appeal decision
 - The decision on appeal is final
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4. Confidentiality and Data Protection

4.1 All complaints and related information will be treated with appropriate confidentiality. Information will only be shared with those who need it in order to handle your complaint.

4.2 All personal information will be collected, used, and held in accordance with the UK GDPR and the Data Protection Act 2018, and in line with CPURC's Data Protection Policy.

4.3 We may ask your permission to use anonymised details of your complaint for internal training and quality improvement purposes.

5. Further Information

If you remain dissatisfied after exhausting our complaints procedure, you may wish to contact:

- **The Charity Commission** — if your complaint relates to any aspect of our charitable activities. The Commission's website provides guidance on when it is appropriate to refer a matter to them rather than to the charity directly
- **The Information Commissioner's Office (ICO)** — if your complaint relates to the handling of your personal data
- **The Police** — if you believe there is any criminal activity involved

6. Approved & Signed

Chair of Trustees _____ *A M Burns* _____

Print Name _____ **A M Burns** _____

Date _____ **13th April 2026** _____

Centre Manager _____ *M Baker* _____

Print Name _____ **M Baker** _____

Date _____ **13th April 2026** _____

Any queries regarding this policy should be addressed to Michelle Baker, Centre Manager.