

COMPLAINTS PROCEDURE OF BRIGHOUSE CHARITY GALA

Introduction

We aim to maintain high standards in all that we do but recognise that we can sometimes get things wrong, despite our best intentions.

Brighthouse Charity Gala Committee take seriously any complaint made and view a complaint as an opportunity to improve for the future, as well as a chance, to put things right for the person making the complaint.

We will try to explore every reasonable option to resolve complaints by working with the person making the complaint to agree an outcome which is satisfactory to them and Brighthouse Charity Gala Committee.

Whether a complaint is justified or not, our reply will describe the action we have taken to investigate the complaint, conclusions we have reached as a result of the investigation, and any action we have taken or are taking as a result of your complaint.

We will ensure that all information received and produced in connection with a complaint is treated as confidential and handled sensitively, that only those who need to know have access to that information, and that relevant data protection requirements are all met.

All complaint information is passed promptly to the Chairperson of Brighthouse Charity Gala executive committee and he/she actions them and reports on them to our executive committee members

The information below sets out our Complaints Procedure.

Complaint

A 'complaint' in this Procedure means any expression of dissatisfaction in relation to Brighthouse Charity Gala that requires a response from the organisation.

Where complaints may come from

Complaints may come from organisations taking part or members of the public or any other person or organisation who has a legitimate dissatisfaction against an activity at the gala.

Whilst complainants are generally entitled to receive responses to a complaint and to challenge any responses received from Brighthouse Charity Gala Executive Committee, it will not deal with complaints or challenges where in the reasonable opinion of the Executive Committee Chairperson, they amount to persistent, habitual or vexatious complaints or challenges.

Brighthouse Charity Gala expects any complainant to be polite and courteous. It will not tolerate aggressive, abusive or unreasonable behaviour or demands.

As Brighthouse Charity Gala facilitates this fundraising day for Charitable organisations, each organisation will be responsible for complaints made against them regarding their activities and attitudes relating to there personnel

How to make a complaint

First Stage

If you have a complaint you can contact the Gala Secretary, in person, by phone, email, or letter.

Emma Weekes
41 Dewhirst Road
Brighouse
HD6 4BA
07595 267448
brighousecharitygala@yahoo.com

To help us investigate and address all complaints, we ask you to provide us with as much information as possible. This should cover:

- The nature of your complaint.
- The name(s) of anyone involved (if known)
- Your contact details (name, address, daytime telephone number and/or email address)

Verbal complaints

You can make a complaint by telephone or by speaking to us in person in any of the following ways.

If your complaint is about any member of the committee or Gala steward / Marshal, you can phone us on, 07595 267448 They will either speak to you about the complaint or, if they are not the appropriate person to do so, they will arrange for the appropriate person to speak to you on the phone. Alternatively, you can speak (or arrange to speak) in person to the appropriate person about your complaint.

If you do not feel that you can approach any of the above verbally for any reason, you can instead write to us as follows.

Complaints in writing

If you would prefer to write to us, please send your complaint to us as follows:

By letter addressed as follows:

To the: - Secretary of Brighouse Charity Gala
41 Dewhirst Road
Brighouse
HD6 4BA

Or by email to him/her at brighousecharitygala@yahoo.com

Once that person has initially received your complaint, we will normally deal with it as follows:

The secretary will ensure the Executive Committee chair receives the complaint and they will agree who will investigate and action this complaint.

A record sheet will be started to log all actions and communication

Timescales for all First Stage complaints made by phone, in person or in writing.

We will acknowledge receipt of your complaint within the following timescale:

- By phone or in person, either immediately or on the same day if you phone us or contact us in person
- Within 24 hours if you contact us by email
- Within five working days if you contact us by letter

We will inform you of the name of the person dealing with your complaint. That person will then investigate and deal with it and then respond to you with their definitive reply.

This may be the representative of the charity taking part in the gala and their response must be acceptable to the Gala committee as well as you.

You should receive that definitive reply within four weeks, if this is not possible a progress report will be sent with an indication of when a full reply will be given.

Second stage

If, for any reason, you are not happy with the resolution of your complaint, please reply to this by letter or email to the original contact and the Gala executive will listen to your dissatisfaction.

Please address a letter to:

Secretary of Brighthouse Charity Gala
41 Dewhurst Road
Brighthouse
HD6 4BA

Please set out clearly the details of the complaint, explaining why you were not satisfied with our response under the First Stage and what you would like us to do to put things right.

We will send an acknowledgment within 5 working days and arrange for the Chairperson to investigate your complaint and respond with a definitive reply within a further 10 working days.

The executive committee findings will be final.

Taking your complaint outside Brighthouse Charity Gala

Charity Commission

If your complaint is about an organisation attending Brighthouse gala, then the complaint rests with that organisation and the aspect of their charitable work, you may wish to contact the Charity Commission. However, we suggest that, before you do so, you consider whether it is appropriate to contact the Commission in the first instance rather than talk things through with ourselves first. The Commission has guidance on its website as to when to direct complaints to a charity and not to the Commission. Their contact details are:

Charity Commission Direct, PO Box 1227, Liverpool, L69 3UG

Tel: 0845 300 0218

Website:

www.charitycommission.gov.uk/publications/cc47.aspx