

Pippins Community Centre (CIO) Complaints Procedure

1. Purpose of this Procedure

Pippins Community Centre CIO aims to provide a welcoming, safe and inclusive space for all of our community. If something goes wrong, we want to know so we can address it promptly and improve our support and activities. This procedure explains how you can make a complaint and how we will respond.

2. What This Procedure Covers

You can use this procedure to complain about:

- The quality or accessibility of our activities and/or facilities
- How you have been treated by our team and/or volunteers
- Decisions made by Pippins Community Centre
- Any failure to follow our policies

This procedure does not cover:

- Team employment issues (handled through staff HR procedures)
- Serious wrongdoing (handled under safeguarding, whistleblowing or serious incident procedures – see section 8)

3. How to Make a Complaint

You can contact us in the following ways:

By Email:

director@pippinscommunitycentre.co.uk

Rev Kay d'Albertanson - Centre Director/Chair of Trustees/Safeguarding Lead

community@pippinscommunitycentre.co.uk

Nathan Ross – Community Worker/Trustee

lola.coombs@actioneastdevon.org.uk

Lola Coombs – Deputy Safeguarding Lead/Trustee

By Post:

Complaints, Pippins Community Centre CIO, Lyme Road,
Axminster, Devon, EX13 5AZ

By Telephone:

07398 518328

In person:

Speak to Centre Director: Rev Kay d'Albertanson or Community
Worker: Nathan Ross

Please tell us:

- What happened
- When and where it happened
- Who was involved
- What you would like us to do

You may ask someone to complain on your behalf if required.

4. Stage 1 – Informal Resolution

We aim to resolve concerns quickly and informally where possible.

A Team member or Duty Lead will:

- Acknowledge your complaint within 5 working days
- Try to resolve the issue within 10 working days

If you are not satisfied or if the issue is more serious, you may request a formal investigation (Stage 2).

5. Stage 2 – Formal Investigation

If an informal resolution is not appropriate or successful, the Centre Director (or a trustee if required) will carry out a formal investigation.

We will:

- Acknowledge your complaint within 5 working days
- Investigate fairly and speak with those involved
- Provide a written response within 20 working days

If more time is needed, we will explain why and give an updated timeline.

6. Stage 3 – Review by the Trustees

As a CIO, our trustees are ultimately responsible for governance and oversight. If you remain dissatisfied after Stage 2, you may request a review by:

- The Chair of Trustees, or
- a small panel of trustees not previously involved

They will:

- Review how the complaint was handled
- Consider any new information
- Issue a final written decision within 30 working days

This is the final stage of the Pippins Community Centre's internal complaints process.

7. If You Are Still Unhappy

The Charity Commission will not intervene in individual disputes unless they suggest serious risk of harm to the charity or its beneficiaries.

8. Serious Concerns (Safeguarding, Fraud, Illegal Activity)

If your concern involves:

- Safeguarding risks to children or vulnerable adults
- Criminal behaviour
- Fraud, financial mismanagement or misuse of charitable funds
- Serious harm to beneficiaries

You should report this immediately to Rev Kay d'Albertanson, Centre Director.

You may also report directly to:

- The police (if a crime may have occurred)
- The Charity Commission (for serious incidents)

9. Confidentiality

All complaints will be handled sensitively. Information will be shared only with those who need it to investigate and resolve the matter.

10. Learning and Improvement

The trustees review anonymised complaint records annually to identify recurring issues and improve our community centre's services, accessibility, and governance which we take very seriously.