

GRUNDISBURGH PLAYING FIELD AND PAVILION

Registered Charity No: 304755

Policy Name: COMPLAINTS POLICY

Document Location: Grundisburgh Playing Field and Pavilion Website

Adopted at Meeting Dated: 12/11/2025

Next Planned Review: November 2026 or as needed

Glossary

Abbreviation	Description
GPFMC	Grundisburgh Playing Field and Pavilion Management Committee

Version History

Version	Date	Description
1.0	12/11/2025	Original version adapted from Grundisburgh Village Hall (with permission)

STATEMENT

Grundisburgh Playing Field and Pavilion Management Committee (GPFMC) is committed to providing our beneficiaries and our customers with the best service possible in line with the objects stated in the Constitution which is established for the purpose of a playing field and recreation ground for the parish of Grundisburgh.

However, the GPFMC know that there may be times when we may not meet our own high standards. When this does happen the GPFMC want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. The GPFMC take complaints very seriously and see them as an opportunity to help us see where our services or procedures might be improved. They also give us the chance to put things right for the person or organisation that has made the complaint.

The GPFMC's policy is to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- ensure the GPFMC trustees know what to do if a complaint is received;
- ensure all complaints are investigated fairly by the Complaints Officer and in a timely way;
- ensure that complaints are, wherever possible, resolved in a timely fashion and that relationships are repaired; and
- gather information helping us to improve what we do.

PROCESS

Definition of a Complaint

The PFMC defines a complaint as “an expression of discontent by a person or persons receiving a service from the charity that cannot be immediately resolved at point of delivery, and about which the complainant desires a follow-up action is taken and a response provided”. Complaints may come from any person or organisation who has a legitimate interest in the GPFMC through use of the facilities.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the trustees of the PFMC.

Review

This policy is reviewed as specified on the front page and updated as required.

APPENDIX 1

How to Complain

Step 1: Contacting us – The GPFMC’s aim is to resolve issues quickly so that they do not escalate into a complaint. The first step, therefore, should you encounter a problem, is to approach the Complaints Officer

PFMC Complaints Officer: Name (TBD)
Address
Email address

Hopefully, they are able to resolve the problem swiftly and will do so if possible and appropriate. Regardless of the outcome of this initial contact, the information will be registered in the complaints log.

Step 2: Written complaint - Should you feel that your issue has not been resolved and wish to register your complaint in writing, you can send this to the Complaints Officer by email or by letter(see website for details). Your complaint will be acknowledged as soon as possible and the Complaints Officer will arrange with you the best way and time for responding to you. If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond. Ideally complainants will receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given. The reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Step 3: Taking your complaint further - We hope that you feel that your complaint has been properly dealt with in step 1 or 2; however, if you are still unhappy, it is important that you let us know so that we can take it further. If you feel that your complaint has not been adequately dealt with, you can request it is passed to the Chairman of the PFMC (see website for details) who will arrange for it to be fully investigated and will respond directly back to you with the outcome of the investigation. This will normally be within 2 weeks although it could take longer. It must be noted that matters regarding individuals and any specific action taken as a result of a complaint against an individual will not be discussed either formally or informally with any person raising the complaint owing to possible breach of confidentiality.

Step 4: Complaint to the Charity Commission - There is an option to complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at:
www.charitycommission.gov.uk/publications/cc47.aspx.

Variation of the Complaints Procedure - The PFMC may vary the procedure for good reason, for example, to avoid a conflict of interest.

Monitoring and Learning from Complaints - Complaints are reviewed on a regular basis by the PFMC to identify any trends which may indicate a need to take further action