

Complaints Procedure

Venture Community Association (VCA) strives to provide quality services that meet or exceed the expectations of users. VCA promotes a culture that is responsive to feedback, whether complimentary or critical. Feedback about our services are actively encouraged and acknowledged as a valuable source of information that we can evaluate and use to improve the quality of our provision to users.

Occasionally, services may not meet expectations and where this leads to dissatisfaction we will seek to address and resolve all complaints within a specified time frame, in a manner that is supported by clear and accessible procedures that ensure consistency, thorough investigation and fairness.

This Complaints Policy is applied to any aspect of VCA, which is under the control of the Charity, its staff, volunteers or Trustees.

VCA believes that good communication between the users of our services, members of staff and volunteers can prevent minor issues from developing into major ones.

Making a Complaint

Any person who receives a service/communication from VCA, any of the partners we work with or anyone who is affected by our services can make a complaint. If necessary, a person can ask a representative to make the complaint on their behalf. Anyone who uses VCA may also make a complaint about any services that are provided at VCA by a third-party. As a representative of the community, we will endeavour to support you in making a formal complaint to the provider in question in accordance with their complaint procedure, however, our ability to resolve such matters may be limited.

How to Make a Complaint

Let's see if we can resolve the issue informally first. We will always try and resolve issues this way and we want to find a way for you to contact us that makes you feel most comfortable.

Many complaints can be resolved informally. In the first instance contact VCA – you can do this on the phone, by email to info@venturecentre.org.uk or by coming into any of our Venture sites (Venture Centre, Flashpoint or Little Wormwood Scrubs)

If you feel able, speak to any member of staff or ask to speak to their manager, who will try to address the matter.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not agree to an informal solution, you may pursue a formal complaint.

If your complaint is about one of our children's services

- In the first instance, a verbal meeting with the Play Lead for the site can be arranged to discuss the issue of complaint. They will try to resolve your complaint there and then, if possible. If not, they will normally respond to your complaint within 48 hours.
- If you are unsatisfied with the outcome of the complaint or the complaint is in relation to the Play Lead, you can request a meeting with the Service Development Lead who will investigate within 5 working days
- If you are still dissatisfied (or if your complaint concerns the Service Development Lead) your complaint will be passed onto the Director who will investigate your complaint and write to you with the outcome within 14 days
- You can also contact **OFSTED** (Office for Standards in Education Department) who regularly inspect childcare provisions by email or by telephone

enquiries@ofsted.gov.uk Tel: 0300 123 4666

To Make a Formal Complaint

If we haven't been able to resolve the issue to your satisfaction informally, then do please raise the issue with us formally.

You can make your complaint either in person or by email or letter, to:

William Roberts, Director, Venture Community Association, 103a Wornington Road London W10 5YB.

Phone Number: 020 8960 3234.

Email: william@venturecentre.org.uk,

If your complaint is about the Director, please address your complaint to the Chair of Trustees:

Huey Walker, Chair, Venture Community Association, 103a Wornington Road London W10 5YB.

Email: huey@venturecentre.org.uk

If you need help to make your complaint

If you need support to put your complaint in writing, we may be able to put you in touch with an independent party who can assist you, for example through interpreting.

What Will We Do Upon Receiving Your Complaint?

1. We will listen and record your complaint and advise you how it will be handled.
2. We will investigate.
3. We will take action to resolve the problem and tell you what the action is.
4. We will take steps to avoid a repeat occurrence and update relevant policy and procedures as required.
5. At all times, we will treat you with understanding and respect. We ask is that you do the same for our staff.
6. Should you be unsatisfied with the outcome of your complaint, you may then escalate your concern to the Board of Trustees **Huey Walker** by writing to: The Board of Trustees, COMPLAINT, Venture Community Association, 103a Wornington Road, London W10 5YB, or email Huey@venturecentre.org.uk

Confidential information in relation to your complaint will be handled sensitively, in accordance with the VCA Data Protection Act 2018.

We regret that we are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

Response times

We endeavour to respond full and conclusively to all complaints within 10 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. The person investigating the complaint may need to speak to you to help with this.

Whenever possible we will deal with it more quickly, if we think it will take longer, we will let you know.


If an in-depth investigation is required, we aim to provide a response within 20 working days.

Recording and Reporting of Complaints

A record of a complaint and its outcome will be kept, and this shall be filed confidentially and separately from any of the personnel records of the individual in question. Those involved in the complaint will have access to this, in accordance with the Data Protection Act 2018.

The Director will oversee complaints received by VCA. The Director will defer to the Board of Trustees where a complaint may pose severe implications on the charity and its reputation.

The Board of Trustees will receive an anonymised report of any formal complaints received at each quarterly Trustee Board meeting, including action taken, resolution and/or ongoing concern.

Signature: 
Huey Walker (Nov 6, 2024 16:09 GMT)

Email: huey@venturecentre.org.uk

Date of Review: 23/10/2024

Date of Next Review: 01/01/2025







Complaints policy

Final Audit Report

2024-11-06

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