



Hackney Shed Complaints Policy

Last reviewed 15.3.23

Introduction:

Hackney Shed prides itself on the quality of experience provided to its members, partners, staff and volunteers. However, if anyone has a grievance or complaint or wishes to appeal against a decision, they can expect it to be taken very seriously and treated in accordance with this policy.

Stage 1 – Informal Resolution:

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents, partners, staff or volunteers have a complaint or concern they should normally contact the lead on a particular project initially. In many cases, the matter will be resolved straight away by this means to the complainant's satisfaction. If the matter cannot be resolved in this way alone, it may be necessary for them to consult a senior/alternative member of staff if it is appropriate (Vicki Hambley, Artistic and Strategic Director).
- Complaints made directly to/from or about a member of staff or volunteer should be referred to Vicki Hambley in the first instance.
- As appropriate Hackney Shed will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 14 working days, or in the event that Hackney Shed and the complainant fail to reach a satisfactory resolution, then the complainant will be advised to proceed with their complaint or appeal in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution:

- If the complaint cannot be resolved on an informal basis, then the complainant should put their complaint in writing to the Hackney Shed board of Trustees. The board will decide, after considering the complaint, the appropriate course of action to take. The Secretary will lead on any complaints.
- In most cases, the board of Trustees will respond to the complainant concerned, normally within 2 weeks of receiving the complaint. If possible, a resolution will be reached at this stage.
- It may be necessary for the Trustees to carry out further investigations.
- The Trustees will keep written records of all meetings and interviews held in relation to the complaint.



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Board of Directors
Lucy Foster
Andrew Aldrich
Christopher Aldrich
Claire McCann
Sarah Schofield
Matt Rene
Ofra Koffman
Pamela Shaw
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- Once the Trustees are satisfied that, as far as is practicable all of the relevant facts have been established, a decision will be made and the complainant will be informed of this decision in writing. The Trustees will also give reasons for their decision.

TYPES OF WARNING:

The Trustees will attempt, wherever possible, to resolve grievances involving members, staff or volunteers mutually and informally. However, where that is not possible, it may decide to issue the following formal warnings:

First Oral Warning:

In the case of a minor infringement the person may be given a formal oral warning. They will be told of the reasons for the warning, that it is the first step in the disciplinary process and they have the right of appeal.

First Written Warning:

If the infringement is regarded as more serious, the person may be given a formal written warning, giving the details of the complaint, the improvement required and the right of appeal. If upheld, this complaint will be kept on record for a period of six months and disregarded after that time if we receive no further complaints. A final written warning may be considered if the desired change doesn't occur.

Final Written Warning:

Where there is failure to improve the conduct, or an infringement which is considered sufficiently serious, the person may be given a final written warning and/or suspension. This will include full details of the offence and that failure to improve may result in dismissal and the right of appeal.

APPEALS:

An alleged perpetrator(s) will have the right to lodge an appeal within fourteen (14) days of receiving a verbal or written warning or notification of suspension/dismissal. The Trustees will arrange a hearing at the earliest available opportunity and the alleged perpetrator(s) has the right to argue their case, accompanied (if they so wish) by a witness. The individual(s) will be informed of decisions made as soon as possible with confirmation in writing.

The Trustees will record all warnings issued and all meetings resulting from complaints by and against company members.

COMPLAINTS AGAINST MEMBERS OF THE BOARD OF TRUSTEES:

As with every other member of the company, the Trustees are subject to these guidelines and procedures. If a complaint is raised against a board member, that complaint will be dealt with fairly and unbiasedly, and the member in question will not be permitted to influence decisions outside of the usual process but will be informed of all actions being taken. Any complaint against a member of the board will be dealt with by the Chair.

FALSE AND ERRONEOUS COMPLAINTS:



The board of Trustees will take any and all complaints very seriously. If a member, staff member or volunteer is found to have entered a false or erroneous complaint, the Trustees may choose to take appropriate disciplinary action against the complainant.

- If the complainant is still not satisfied with the decision, they should proceed to Stage 3.

Stage 3 – Complaint to the Charity Commission:

- For serious complaints against Hackney Shed that have not been resolved satisfactorily the complainant can contact the Charity Commission.
- The Charity Commission regulates registered charities in England and Wales. They make sure that charities are accountable, well-run and meet their legal obligations.
- They do this by providing regulatory advice and guidance. They will also intervene in matters where there is serious risk of significant harm to, or abuse of, charities, their beneficiaries or assets.
- Complainants can complete an online form which The Charity Commission will assess on a case-by-case basis and decide what steps to take.

<https://forms.charitycommission.gov.uk/raising-concerns/>

- When making decisions The Charity Commission considers the issue, the risk involved to the charity and its beneficiaries and the likely impact of their involvement. They only take action where it is evidence based and proportionate to do so.

CONTACTS:

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Board of Trustees

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[Charity Commission Hackney Shed Trustees](#)