Complaints Policy

At TCR Hub we aim to provide a welcoming, safe and positive experience for everyone who uses our facilities, takes part in our activities, works with us, or supports our charity. If something hasn't gone right, we want to hear about it so we can put things right and learn from the experience.

We take all complaints seriously and handle them with care, respect and fairness.

How to Make a Complaint

You can tell us about a concern or complaint in any of the following ways:

- **Email:** info@tcrhub.co.uk
- **Phone:** 01833 690150
- **In writing:** TCR Hub, Shaw Bank, Barnard Castle, DL12 8TD
- **In person:** speak to any member of staff

We encourage people to raise issues as soon as possible so we can respond quickly.

What Happens Next

1. Informal Resolution

Many concerns can be resolved straight away. If you raise an issue with a member of staff or volunteer, they will do their best to put things right immediately.

2. Formal Complaint

If your concern needs a more detailed response, or you prefer a formal process:

- We will acknowledge your complaint within 5 working days.
- A manager will look into what happened and may contact you for more information.
- We will provide a full response within 20 working days. If the issue is complex, we will let you know if more time is needed.

3. If You're Still Unhappy

You can ask for your complaint to be reviewed by the Chair of Trustees or a small trustee panel. They will check that the investigation was fair and thorough and provide a final response.

Fundraising Complaints

If your complaint relates to our fundraising activities, we follow the Fundraising Regulator's Code of Fundraising Practice. If you are not satisfied after our internal process, you can contact the Fundraising Regulator:

www.fundraisingregulator.org.uk

Safeguarding or Serious Concerns

If your complaint relates to the safety or wellbeing of a child or adult, or raises serious concerns about harm, risk, or misconduct, we will follow our safeguarding procedures and may need to involve external agencies.

For serious concerns about the charity's governance or conduct, you may contact the **Charity Commission**:

www.gov.uk/charity-commission

Learning and Improvement

We keep a record of all complaints and regularly review them to improve our services, facilities and fundraising practices. Trustees receive regular updates so the charity can learn from feedback and strengthen how we work.