



Complaints Procedure

1. Introduction

Queen's Park Community Organisation (QPCO) works to address social exclusion (for example, due to isolation, poor physical and mental health, prejudice, and racism), relieve poverty, develop the capacity and skills of socially and economically disadvantaged people, and provide recreation and leisure activities to help people integrate, participate, and improve their life conditions. We build bridges between Bedford's diverse communities. Mosques, churches, gurdwaras, community centres, schools, other grassroots organisations, and volunteers are actively engaged to come together and share resources so that we can collectively better identify and address unmet needs in the community.

The organisation is committed to ensuring openness to learning and continuous growth and, therefore, wishes to know if any offence or difficulty is caused by the actions, words, or behaviour of employees, volunteers, or trustees. If someone wishes to make a complaint, they should follow the procedure detailed in Point 2. If anyone feels that an employee, volunteer, or trustee is responsible for any act of discrimination or abuse, they should proceed directly to Step 3.

2. Links to other Policies:

- QPCO Equality & Diversity Policy
- QPCO Adult's Safeguarding Procedure
- QPCO Children's Safeguarding Policy

3. Procedure

(A) General Complaints Procedure

If anyone wishes to make a complaint, they should follow the procedure outlined below:

Step 1:

Talk to the individual causing offence and see if a mutual understanding can be

achieved. If it is felt that this is not possible or that it has not achieved the desired result within 14 days of the issue being raised, proceed to Step 2.

Step 2:

Put the issue in writing to the Director (see Point 2.B), who will raise the issue either with the relevant person or for general discussion in a staff meeting. The Director will respond to the individual(s) making the complaint within 5 working days from receipt of the letter. If the issue is with the Director or the desired result is not achieved, proceed to Step 3.

Step 3:

Put the issue in writing to the Chair of Trustees (see Point 2.C). The Chair will then speak to the relevant person and/or raise the matter for general discussion and response at a Trustees' Meeting. The Trustees usually meet 3-4 times a year or as needed. The Trustees will acknowledge receipt of the complaint and inform the individual(s) of the date of the next meeting. A written response will be provided within 5 working days after that meeting.

If it is deemed that a serious case of misconduct has occurred, an additional meeting will be called, and Disciplinary Procedures will be enacted.

We will monitor and analyse complaints to identify trends, learn from mistakes, and improve our services.

(B) Contact Details for Director:

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(C) Contact Details for Chair of Trustees:

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