



LIGHTHOUSE COMPLAINTS POLICY & PROCEDURE

UPDATED 1st April 2025

Overview

Lighthouse: is the name given to a non-residential, one week long, holiday camp for children run by Christians under the Lighthouse Brand.

Lighthouse Brand: is the identity, ethos and combination of properties that represents how Lighthouses are perceived by those who experience or interact with them.

Individual Lighthouses: a unique identifier that distinguishes one instance of Lighthouse from another (typically the name of a location). Each Individual Lighthouse is typically a registered charity in its own right that provides a Lighthouse week or other children's services using the Lighthouse Brand.

Lighthouse Central (LHC): the umbrella organisation that supports the Individual Lighthouses and is leading the nationwide growth of the Lighthouse movement. LHC provides the core administrative functions necessary to run a Lighthouse.

The Individual Lighthouse is responsible for the activities and implementation of any policies before during and after the Lighthouse week.

As part of its administrative remit LHC maintains a library of Policies and Procedures including an Complaints Policy & Procedure

Definitions

Throughout this policy, the term 'Lighthouse' shall be taken to mean, collectively:

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|-------------------------------|--------------------------------|
| Lighthouse Beaconsfield | Registered Charity No. 1198953 |
| Lighthouse Burnham | Registered Charity No. 1182190 |
| Lighthouse Cressex | Registered Charity No. 1183476 |
| Lighthouse Derby City | Registered Charity No. 1207908 |
| Lighthouse Haddenham | Registered Charity No. 1201685 |
| Lighthouse Hazlemere | Registered Charity No. 1178562 |
| Lighthouse High Wycombe | Registered Charity No. 1114541 |
| Lighthouse Loudwater | Registered Charity No. 1197125 |
| Lighthouse Mansfield | Registered Charity No. 1164680 |
| Lighthouse Marlow | Registered Charity No. 1178062 |
| Lighthouse Princes Risborough | Registered Charity No. 1178119 |
| Lighthouse Safe Harbour | Registered Charity No. 1180779 |
| Lighthouse Shelswell | Registered Charity No. 1187651 |
| Lighthouse Central | Registered Charity No. 1169839 |



And Lighthouse Water Eaton which is an associate Lighthouse through St Frideswide's Church, a resource hub in the Diocese of Oxford for community organising and church growth.

And Lighthouse Denham which is an associate Lighthouse through Denham Parish Church, yet to be registered as a separate charity.

Overview

Lighthouse will pursue actively any complaints received in connection with its services, volunteer conduct or organised activities. This procedure sets out what will be done to make sure this happens.

Volunteers will take responsibility to own "problems" and deal with them through the complaints procedure. An important test of good service is that whoever the complainant happens to contact first must ensure that they are sympathetic and listen to the concerns with the aim of resolving the complaint at this first opportunity. Dealing with complaints is the responsibility of everyone. The approach to complaints should be consistent and of a high standard.

Aims and Objectives of this Policy

- To enable all volunteers to understand the importance of a speedy and effective response to a complaint.
- To ensure a consistent approach to all complaints.
- To help identify recurring problem areas so that improvements can be made.

Definition of a Complaint

A complaint is any expression of dissatisfaction with a service or the organisation or its volunteers that needs a response.

Responsibility

The Chairman is responsible for the development and monitoring of this policy and making sure all volunteers know and understand their responsibilities. He/she will also make sure that complaints are recorded, monitored and satisfactorily resolved and reported.

Procedures

All complaints are logged and recorded by the volunteer who receives the complaint. This will show the following:

- Date and time of complaint
- Name of staff member completing the record
- Short description of complaint
- Action taken
- Outcomes

Complaints can be received by:

- Letter



- Email
- Telephone
- Face to face

The individual who logs the complaint is responsible for informing the Chairman this has happened and making sure the information is accurate and logged as soon as possible.

This recording is vital in making sure the customer is not repeatedly asked for information again, should the complaint be escalated.

Outcomes are recorded when the complaint has been resolved to the satisfaction of the complainant.

The aim is to resolve all complaints as swiftly as possible. All complaints will be acknowledged via letter/email within 5 working days of receipt. Complainants will be advised in this communication of the complaints procedure and details of who they can speak to about it. This will be supplied at all stages.

Procedure

There are three stages to the complaints procedure:

Stage 1: Resolve at the first point of contact

All attempts should be made to resolve the complaint immediately by the person who receives the complaint, at this first point of contact. It is envisaged that the majority of complaints will be resolved at this stage.

If the complainant decides they are not satisfied, or the member of staff is unable to resolve the issue, then the complaint moves to Stage Two.

Stage 2: Line Manager

It is envisaged that all complaints should be resolved and dealt with satisfactorily from the viewpoint of the complainant at this stage. The complaint will be reviewed by an Age Group Leader or Activity Co-ordinator who will investigate and respond to the complainant within 10 working days.

If the complainant is not satisfied they have the right for their complaint to be dealt with by the Chairman.

Stage 3 Escalated Complaint to Chairman

Complaints at this stage are considered to be very serious. The complaint is passed to the Chairman to deal with. He/she will investigate the complaint and after gathering all evidence will give an appropriate written response to the complainant within 5 working days. If this is not possible the complainant will be kept updated regularly on progress whilst the complaint is being investigated.

It is the intention that all complaints will be resolved at this point.



Complaints about the Chairman

If the complaint is about the Chairman, complainants will be invited to complain to the other Trustees. In these instances it is the responsibility of the Board of Trustees to resolve the issue. A representative from the Board will send the complainant a full written response within two days of its meeting.