



COMPLAINTS PROCEDURE

POLICY STATEMENT

Lower Holker Village Hall Trustees intends to carry out all its activities in a professional and open way, which will minimise complaints from users of the Hall, contractors and other members of the community.

Where complaints of whatever form are received the Trustees will treat them with respect and endeavour to resolve them to the satisfaction of all parties.

AIMS

Our policy is intended to:

- a Provide a transparent and fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- b Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.;
- c Ensure that all of the Trustees and the Caretaker knows what to do if a complaint is received.
- d Make sure that all complaints are investigated fairly and in a timely way.

WHERE COMPLAINTS COME FROM

Complaints may come from members of the public, or persons or organisations using the Hall, local residents or suppliers, or their representatives, with your permission. It can be received verbally, face to face or by phone (in which case a record will be kept of the complaint), by email or by letter.

CONFIDENTIALITY ASSURED

All complaints will be handled sensitively and confidentially, telling only those who need to know and follow any relevant data protection requirements.

The Trustees will not discriminate in any way in their dealings with handling complaints.

Whoever you speak to regarding your complaint, will be respectful, calm and listen to and understand your complaint. They will take notes to record the facts so that your complaint can be dealt with and provide you with a unique reference number. Your complaint will then be read back to you to ensure that it has been recorded correctly.

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STAGE ONE : INFORMAL COMPLAINTS

Informal complaints can be raised with the Chairperson, (if the complaint directly concerns the Chairperson then contact either the Secretary or Treasurer), all contact details can be found on the noticeboard in the foyer in the Hall. A reply will be given within 10 working days

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

STAGE TWO: FORMAL COMPLAINTS

Formal complaints should be made in writing and will normally be investigated by the Chairperson.

If the complaint directly concerns the Chairperson complainants should contact either the Secretary or Treasurer, who will consult with the rest of the Trustees.

Once a formal complaint has been received a written response will be given within 4 weeks, by either the Chairperson, (or Secretary or Treasurer).

MONITORING, EVALUATION AND REVIEW

Where a complaint has implications for the Hall operating procedures, these will be reviewed as soon as possible, and changes deemed necessary will be agreed at the next Trustee meeting and communicated to all Hall users.

Complaints will be a standing item on the Trustee monthly meetings.

A review has been completed in July 2022 and there are no changes to be made.