

Stretton on Fosse Village Hall Complaints Policy and Procedure

Introduction

Stretton-on-Fosse Village Hall Management Committee is committed to maintaining a strong partnership with members of the local community and other users of the Village Hall. We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims.

If any user of the Village Hall or member of the local community has concerns about the standard of service provided, the quality of the facilities offered by the Hall, the safety of users or the handling of a particular situation or issue, the Village Hall Management Committee would wish to work to rectify this.

Stretton-on-Fosse Village Hall Management Committee and Trustees are fully committed to equal opportunities and maintaining a safe environment for the benefit of all users. We take complaints very seriously. The adoption of a clear complaints procedure will help the Village Hall Management Committee ensure that, as far as possible, complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as we can.

Procedure for Addressing Complaints

The Village Hall Management Committee believes that most complaints will be resolved satisfactorily through informal discussion or through a meeting of the key people involved. The Management Committee aims to acknowledge complaints within five working days and to provide a full response within three weeks. If a complaint involves complex issues, complainants will be informed within three weeks when they can expect a full response. The main aim throughout the process is to resolve matters as quickly and effectively as possible to the satisfaction of all concerned parties.

Safety concerns will be addressed directly notice is received by the Committee. Stretton-on-Fosse Village Hall Management Committee undertakes to treat every complaint seriously, investigate it thoroughly and to deal respectfully and courteously with anyone who raises valid concerns.

Stage One: Informal Complaints

Informal complaints should be raised with the Chairpersons. The relevant contact details can be found on the Stretton-on-Fosse Village Hall website: strettononfosse.com/villagehall or on the noticeboard outside the hall.

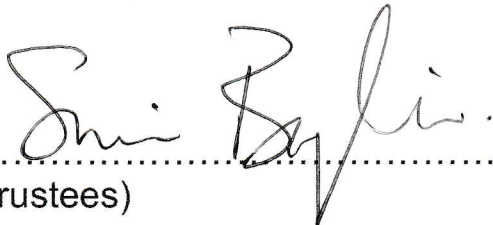
Complainants who remain dissatisfied at this stage will have the opportunity to make a formal complaint.

Stage Two: Formal Complaints

Formal complaints should be made in writing to the Secretary of the Village Hall Management Committee strettonvillagehallhelp@strettononfosse.com and will normally be investigated by the Chairperson in the first instance. If the complaint directly concerns the Chairperson, the Secretary will consult with the rest of the committee members and nominate an alternative. A written response to all formal complaints will be provided by the Chairperson (or other person investigating).

Monitoring, Evaluation and Review

Stretton-on-Fosse Village Hall Management Committee and Trustees will review the outcomes of any complaints annually in advance of the A.G.M. to inform their policies and practice to ensure continued improvement in the services provided.

Signed.....
(Chair of Trustees)

Date.....07/07/23