

Southwater Village Hall Management Committee

Complaints Policy

Introduction

This document aims to help you understand the complaints procedure managed by Southwater Village Hall Committee.

What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

All complaints should be sent to the Secretary who will address the issue and respond in writing. If you are not happy with the response, then you will be invited to address your complaint to the whole committee, who will listen to your concerns, consider the issues and whether the Secretary's actions were appropriate. The committee will then decide on any further actions.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a Village Hall user would be dealt with immediately notice is received.

Contact: Secretary, Southwater Village Hall Committee Tel 07467 080148 or email secretary@southwatervillagehall.org.uk

Policy originally adopted by Southwater Village Hall Management Committee on 13.05.24

Policy to be reviewed in May 2025

Southwater Village Hall Complaints Form

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

1. Name and Organisation (if applicable):
2. Address (including post code):
3. Telephone: E-mail:
4. Tell us about your complaint, clearly outlining:
 - 5a. Why are you not satisfied?
 - 5b. What do you want us to do to put things right?
5. Have you tried to resolve your complaint before?
If "yes", when? If "yes", how?
6. Any other comments?

Signed.....

Print name

Organisation (If applicable).....

Date.....