Complaints Policy and Procedure in Greysouthen Village Hall

www.greysouthen.online
Registered Charity 520318
The Went, Greysouthen, Cumbria CA13 0UQ

Policy Statement

In line with our governance, we aim to provide and maintain the Village Hall for the use of the inhabitants of Greysouthen and its Parish without distinction of sex or of political, religious, or other opinions, and for meetings, lectures and classes, and for other forms of recreation and leisure-time occupation, with the object of maintaining a strong partnership with members of the local community which will minimise complaints from community members and all users of the hall.

This document aims to help you understand our complaints procedure.

Statement of Aims.

We aim to:

- provide a fair complaints procedure which is easy for anyone wishing to make a complaint to use.
- publicise our complaints procedure so that people will know how and who to contact if they wish to make a complaint.
- resolve complaints fairly, transparently, and promptly and to the satisfaction of all parties and where possible put in place any actions necessary to prevent the recurrence of the issue that led to the complaint.
- maintain our commitment to equal opportunities and will take complaints about discrimination seriously.
- Make sure all committee members are made aware of what to do if a complaint is received.
- Learn from complaints to improve the operating procedures for the hall and its facilities.

Making a Complaint

If any user of the Greysouthen Village Hall or member of the local community is unhappy about the standard of service, the quality of the facilities in the hall, the safety for the user, the handling of a specific issue, situation, or any other matter they should be raised with the Village Hall Committee who will work hard to rectify this.

Minor Complaints

Minor complaints (such as issues with the facilities and general functioning of the hall) will be dealt with informally whenever possible. Such complaints can be directed to any member of the committee. The committee member can then pass the details on to the person best placed to resolve it.

Contact with a committee member can be made through all the usual channels, Website www.greysouthen.online , or direct contact using contact numbers found outside the hall on the notice board.

The complaint will be dealt with as soon as is practically possible. A reply will be made as soon as possible to the complainant outlining how the issue has or will be resolved.

The complaint will be passed on to the Chairperson and the committee at the next committee meeting and recorded in the minutes.

If a complainant remains dissatisfied at this stage a formal complaint can be made.

Formal Complaints

Formal Complaints should be made in writing to the chairperson of the Village Hall (unless there is a conflict of interest when the vice chairperson should be contacted) who will consult with the rest of the committee as soon as is possible. The committee will listen to the concerns, consider the issues, and decide upon further action.

Written complaints should be addressed and posted in the village hall post box or emailed to the relevant committee member using the web site www.greysouthen.online

A written response will be given by the chairperson/vice chairperson to all formal complaints.

The aim is always to resolve complaints as quickly and effectively as possible to everybody's satisfaction treating everyone who complains with respect and courtesy.

If the complaint involves a complex issue the timescale for a solution may take longer but the complainant will be informed of this.

Any complaints that involve a safety concern or has implications for hall operating procedures or would endanger a user of the Village Hall will be dealt with as soon as is practically possible and if required the hall would be closed until it was deemed safe for user groups to return. If this situation occurred, the relevant user groups would be informed.

Awareness of the Complaints procedure.

This complaints policy will be included in the Trustee Induction pack on the Village Hall Website and on the Village Hall notice Board.

Policy Implemented ……

Signed ……Chairperson.
Date…….

Review of Complaints Policy: The management committee will review this policy annually.