

High Kelling Village Hall Complaints process

This note sets out the High Kelling Village Hall Management Committee's (the Committee) process for managing complaints.

The Committee is committed to maintaining its strong partnership with members of the local community and hall users. If any member of the local community or hall user is unhappy with the service provided, the quality of facilities, health and safety, the handling of a situation or issue, the Hall Committee is committed to investigating and where appropriate and practical rectifying the situation.

The Committee has adopted and published an equality and diversity policy which is displayed in the Hall lobby.

Procedure for handling complaints.

The Committee believes that most complaints should where possible be resolved by informal discussion over the telephone, via email or through a meeting of the key people involved. All urgent health and safety issues will be addressed immediately or as soon as is practical.

INFORMAL COMPLAINTS

These will be dealt with as above. The Committee member dealing with the complaint will briefly report on the nature of the complaint and response to the next meeting.

In the event that the complainant remains dissatisfied they will be informed of their right to register a formal written complaint.

FORMAL COMPLAINTS

1. All formal complaints should preferably be made in writing to the Chair or Secretary and at their discretion verbal complaints or complaints via third parties can be accepted.
2. Complaints about the condition of the hall and equipment, maintenance, the need for improvements, cleanliness, health and safety issues etc will be included on the agenda of the next Committee meeting as soon as practical.
3. Complaints about decisions of the Committee or conduct etc of Committee members, including helpers will likewise be included on the report to Committee.
4. The complainant will be advised of the date of the meeting and that a response or if necessary an interim reply will be sent within 10 working days of the meeting.
5. The result of the Committee's deliberations will be sent to the complainant within 10 days. Should longer be required the complainant will be advised accordingly, with the reason for the delay.