



## **BRAYFORD VILLAGE HALL**

### **COMPLAINTS POLICY**

Registered Charity No. 300780

#### **INTRODUCTION**

Brayford Village Hall Management Committee are committed to maintaining a strong partnership with the local community and all the users of the Village Hall and surrounding grounds

If any user of Brayford Village Hall or a member of the local community is unhappy about the standard of service provided, the quality of the facilities within the Hall, the safety of users, the handling of a particular situation or issue, or any other matter, the Management Committee would wish to work to rectify this.

#### **1. PROCEDURE**

- i) Brayford Village Hall Trust Management Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting with the people involved.
- ii) Brayford Village Hall Trust Management Committee aims to acknowledge any complaints as soon as possible.
- iii) If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.
- iv) Any safety concerns that would endanger a user of Brayford Village Hall will be dealt with as soon as possible, please contact the booking secretary or in their absence, the Chairperson or any available committee member.
- v) Brayford Village Hall Management Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

#### **2. INFORMAL COMPLAINTS - STAGE ONE**

- i) Informal complaints should be raised with the Booking secretary or Chairperson.
- ii) Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

#### **3. FORMAL COMPLAINTS – STAGE TWO**

- i) Formal complaints should be made in writing and will normally be investigated by the Chairperson and/or another committee member prepared to assist in the first instance.
- ii) If the complaint directly concerns the Chairperson, complainants should contact the Secretary who will consult with the rest of the committee members.
- iii) A written response will be given by the Chairperson to all formal complaints.

#### **4. MONITORING, EVALUATION AND REVIEW**

Brayford Village Hall Management Committee will review the outcome of all complaints in public at their Annual General meeting. The policy will be reviewed annually.