

Stainton Village Hall Trust

Complaints Policy and Procedure

Introduction:

The Stainton Village Hall Trust is committed to maintaining its strong partnership with members of the local community and the users of Stainton Village Hall. We are open to feedback and comments about our activities, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims.

This policy will provide a fair and thorough procedure which is clear and easy to use for anyone wishing to make a complaint. The Committee are committed to equal opportunities and take complaints about discrimination very seriously.

If any user of Stainton 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, Stainton Village Hall Trust Committee (the Committee) would wish to work to rectify this.

The Committee will ensure all members know what to do if a complaint is received.

Procedure for Handling Complaints:

The Committee believe that most complaints can be resolved quickly and do not need to escalate into a formal process. Informal discussion either over the telephone or through a meeting of the key people involved can often resolve an issue.

However, the adoption of a clear complaints procedure will help the Committee to ensure that all complaints received are investigated fully and in a timely way and that they are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

The Committee aim to acknowledge complaints within five working days and give a full response to complainants within two weeks. 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. All safety concerns that would endanger a user of Stainton Village Hall will be dealt with immediately notice is given by the Chairperson or in his / her absence the Secretary. The Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

Stage One: Informal Complaints:

Informal complaints can be raised with the Chairperson. If the complaint is with the chairperson it can be raised with the vice chair. The relevant contact details can be found on the Stainton Village website: www.staintonvillage.org or on the notice board outside the Hall. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Stage Two: Formal Complaints:

Formal complaints should be made in writing and will normally be investigated by the Chairperson in the first instance. If the complaint directly concerns the Chairperson complainants should contact the Secretary, who will consult with the rest of the committee members. A written response will be given by the Chairperson to all formal complaints.

Confidentiality:

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Monitoring, Evaluation and Review:

The Committee will regularly review the outcome of all complaints at their ordinary meetings to inform their policies and practice.

Policy adopted by the committee: . Proposer LG seconder SF

Signature of Chair:

Date of approval, review or change:	Changed By:	Comments:
29/06/21		Policy approved by the Trustees