

SHIMPLING VILLAGE HALL COMPLAINTS PROCEDURE

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

If any user of the Village Hall or 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 Committee would seek to rectify this.

The Village Hall Committee is committed to equal opportunities, and we take complaints about discrimination very seriously. Our complaints procedure has been adopted to ensure that most complaints are resolved quickly and smoothly.

Our policy is intended to:

- Provide a transparent and fair complaints procedure which is clear and easy to use for all
- Publicise the existence of our complaints procedure so that people know how to contact us to make their views known
- Ensure that everyone involved in the Hall and its Committee knows what to do when a complaint is received
- Ensure all complaints are investigated in a fair and timely manner
- Ensure that wherever possible complaints are resolved quickly, preserving our valuable relationships with users so that all users and the community benefit
- Gather information to help us improve on what we do and how we do it

Definition of a complaint

A complaint is an expression of dissatisfaction, whether justified or not, about Shimpling Village Hall. All complaints should be raised within 3 months or, in exceptional circumstances 6 months from any incident or issue. Complaints may come from members of the public or persons and organisations using the hall or residents. A complaint can be received verbally, face to face or by phone, by email or letter.

Confidentiality

All complaints will be handled sensitively and confidentially and in accordance with data protection requirements. The committee will not discriminate in any way in their handling of complaints.

Anyone receiving a complaint should be respectful and calm taking the time to properly listen and understand your complaint. We may ask for more detail in order clarify circumstances or context.

Procedure for handling complaints

What to do if something goes wrong – step 1 informal

Informal complaints should be raised with the Chairperson or the Secretary. The relevant email contact details can be found on the Village Hall page of the Shimpling Village website.

Complainants who remain dissatisfied have the option to escalate their complaint to a formal status.

If we can't address your concerns right away – step 2 formal

Sometimes even prompt action can't put right something that you may be dissatisfied about. In those cases, please put your concerns in writing via email or letter to the Chairperson making clear all the relevant facts in relation to your complaint including your name, address and telephone number (or email address).

In responding to your complaint, we will share with you in writing what action we have taken, the appropriate conclusions from any investigations and the resulting actions in conclusion. The Village Hall committee will receive and discuss any complaints at a meeting to ensure that a fair and balanced approach is taken to all issues arising.

THE INFORMATION YOU WILL NEED TO TELL US

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information. To assist us to investigate your complaint quickly and efficiently we ask you for the following details:

1. Your name and contact details.
2. The name of the person you have been dealing with, related to the hire of the village hall.
3. The nature of the complaint.
4. Details of any steps that you have already taken to resolve the complaint.
5. Details of conversations that you may have had with Shimpling Village Hall Management Committee members or volunteers.
6. Copies of any documentation which supports your complaint.

If received verbally, once we have listened to a complaint, we will repeat it back to ensure there is a shared understanding of the issue. We will also ensure that we ask what resolution would be acceptable from the complainant's perspective

Responsibility

Overall responsibility for this policy and its implementation lies with the Village Hall Management Committee. The Committee aims to acknowledge complaints within 7 days and to give a written response within 2 weeks. If the complaint is judged to involve complex issues, complainants will be informed of progress within 2 weeks and informed when to expect a final response. The main aim is to resolve complaints as quickly as possible and to everyone's satisfaction.