

Cropredy Village Hall – Complaints Handling Policy

Registered Charity: 304288

Introduction

Cropredy Village Hall is committed to maintaining its strong partnership with members of the local community and the users of the 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 Cropredy Village Hall 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.

The adoption of a clear complaints' procedure will help the Cropredy Village Hall Management Committee 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 anyone wishing to make a complaint.
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Make sure everyone at Cropredy Village Hall knows what to do if a complaint is received.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved quickly and that relationships remain healthy, so all our users benefit.
- Gather information which helps us improve what we do.

Complaints, Confidentiality & Responsibility

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Cropredy Village Hall. The Committee expects it will hear about a complaint within three months of any incident.

Where complaints come from

Complaints may come from members of the public or persons or organisations using the hall, local residents or suppliers or their representative, with your permission. A complaint can be received verbally, face to face or by phone (in which case we will keep a note of your complaint), by email or by letter.

Confidentiality Assured

All complaints will be handled sensitively and confidentially, telling only those who need to know, and we will follow any data protections requirements.

The Management Committee/Trustees will not discriminate in any way in their dealings with handling complaints.

Whoever you speak to regarding your complaint, they will be respectful, calm and listen to your complaint. We will take notes to record the facts so we can deal with your complaint. We may seek clarification on some details to help you more effectively.

Once we have listened to your complaint, we will repeat this back to you to ensure we have understood correctly. We will also ask what a successful resolution would look like from your point of view.

Responsibility

Overall responsibility for this policy and its implementation lies with the Cropredy Village Hall Management Committee. The Committee aims to acknowledge complaints within five working days and give a full response to complainants within fourteen days. If the complaint is judged to involve complex issues, complainants will be informed within fourteen days when they can expect a full response. The main aim through the process is to resolve the matter as quickly and effectively as possible to everybody's satisfaction.

Procedure for Handling Complaints

What to do if something goes wrong: step1 – informal

Informal complaints should be raised with the Chairman, Treasurer or Secretary. The relevant contact details can be found on the website or on the noticeboard inside the hall. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

If we can't address your concerns straight away: step 2 – Formal

Sometimes even prompt action can't put right something you might be dissatisfied about. In these circumstances, please put your concerns in writing via email, at cropredyvh@gmail.com, or by letter making clear all the associated facts with your complaint, including for example:-

- all the facts related to the complaint
- your name, address, telephone number and email address so we might contact you in the way that suits you best
- your relationship with Cropredy Village Hall, e.g. hall user, hirer, local resident etc.

Once we have received your complaint and all the related details, we will first acknowledge your complaint within five working days or sooner. We will speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward. Where we have to gather information that may take time, we will do so and respond to you not later than four weeks after receiving your complaint. If your complaint is complex, we will agree a timescale with you that may be longer than this, sharing the steps required so everyone understands why this is necessary.

It is important that in any correspondence you quote the reference provided.

In responding to your complaint, we will share with you what action we have taken, the conclusions we have reached from any investigation and any action resulting from your complaint.

Policy adopted: October 2024

Review Date: October 2025

Last Reviewed: N/A

Signed

Position: Chairman

Position: Secretary