

Rowsley Village Hall

Complaints Policy & Procedure

Introduction

Rowsley Village Hall Management Committee (the 'Committee') is committed to maintaining its strong partnership with members of the local community and the users of Rowsley Village Hall.

If any user of Rowsley 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, Rowsley Village Hall Management Committee will work to rectify this.

The adoption of a clear complaints procedure will help the Rowsley Village Hall Committee to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

The Rowsley Village Hall Management Committee is committed to equal opportunities and we take complaints about discrimination very seriously.

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 every member of Rowsley Village Hall Management Committee 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 to 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 Rowsley Village Hall, that has been raised by the complainant with either the Booking Secretary, or the Chairperson or Secretary of the Management Committee.

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 and organisations using the hall, local residents or suppliers. A complaint can be received verbally, face to face or by phone (in these cases a written note of the complaint will be made), or by email or letter.

Confidentiality Assured

All complaints will be handled by the Management Committee sensitively and confidentially, and following any relevant data protection requirements.

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

Whoever the complainant contacts initially will be respectful, calm and listen to the complaint to try and understand it. If the complaint is not made in writing, the person contacted will take notes to record the facts so the Management Committee can deal with the complaint. They may seek clarification on some details in order to help the complainant more effectively.

Once they have listened to the complaint they will repeat it back to the complainant to ensure they have understood it correctly. They will also ask what a successful resolution will look like from the complainant's point of view.

Complaints made in writing will be acknowledged within five working days.

Responsibility

Overall Responsibility for this policy and its implementation lies with the Rowsley Village Hall Management Committee.

All written complaints are to go to the Committee, via to the Secretary at rowsleyvillagehall@gmail.com. If the complaint concerns the Secretary, complaints should be directed to the Chair.

If the complaint concerns a committee member, they must withdraw during the discussion of the complaint.

The Committee aims to 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.

There is no right of appeal – the committee decision stands unless new information comes to light that may affect the decision.

Procedure for Handling Complaints

What to do if something goes wrong: Step 1 - Informal

Informal complaints should be raised with the Booking Secretary of Rowsley Village Hall. The relevant contact details can be found either on the notice board inside the Village Hall entrance, or on the Rowsley Village Hall website (rowsleyvillagehall.com) on the Bookings page. 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 right 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 to the Secretary of the Rowsley Village Hall Management Committee. Please contact the Secretary (or Chairperson) by email at rowsleyvillagehall@gmail.com, making clear all the associated facts, including for example:

- all the facts related to the complaint
- your name, address, telephone number and email address, noting your preferred method of contact, so we can get in touch with you in the way that suits you best
- please help us to understand your relationship with Rowsley Village Hall, eg. 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 then take steps to speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward.

The Committee aims to give you a full response within two weeks. If your complaint is judged to involve complex issues, you will be informed within two weeks when you can expect a full response. Where possible we will agree a timescale with you, sharing the steps required so everyone understands why this is necessary.

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 these conclusions taken to resolve the complaint.

Date Policy Implemented.....

Signed

Chairperson.....

Review Date.....

Appendix 1: Gathering Information

About Your Complaint

Date:

The Facts About Your Complaint:

How You Would Like to be Contacted:

Name:

Address:

Email address:

Telephone:

Mobile:

