



# Bembridge Village Hall

Charity No: 1092424

## COMPLAINTS AND POLICY PROCEDURE FOR BEMBRIDGE VILLAGE HALL

### Introduction

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

If any user of Bembridge 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 will work to rectify this.

The adoption of a clear procedure will help the 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 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 the 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 Bembridge 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 needs to hear about a complaint within three months of any incident.

## **Where Complaints Can 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, or by email or letter.

## **Confidentiality Assured**

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

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 record the facts so the 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 to the Secretary will be acknowledged within 14 days.

## **Responsibility**

Overall Responsibility for this policy and its implementation lies with the Committee.

All written complaints are to go to the Committee, via to the Secretary at [bembridge05@outlook.com](mailto:bembridge05@outlook.com). If the complaint concerns the Secretary, complaints should be directed to the Chair.

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

The Committee aims to give a full response to complainants within four weeks. The main aim throughout the process is to resolve the matter as quickly and as 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 can be raised with any Committee member.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

If the concerns cannot be addressed right away:

### Step 2 – Formal

Sometimes, even prompt action cannot put right something a complainant might be dissatisfied about. In these circumstances. Concerns need to be sent by email or phone to the Secretary at [bembridge05@outlook.com](mailto:bembridge05@outlook.com). to include:

- all the facts related to the complaint
- a name, address, telephone number and email address, noting the preferred method of contact, so we can get in touch in the way that suits best
- helping us to understand the relationship with the Village Hall, e.g. hall user, hirer, local resident etc.

Once we have received a complaint and all the related details, we will first acknowledge it within ten 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.

### Step 3

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

In responding to the complaint, we will share 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 .....

Chair.....

Review Date.....