

Billingborough Village Hall

Complaints Policy & Procedure

Introduction

Billingborough Village Hall Committee is committed to maintaining its strong partnership with members of the local community and the users of Billingborough 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 Billingborough 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, Billingborough Village Hall Committee would wish to work to rectify this.

Our complaints procedure will help Billingborough Village Hall Committee ensure that complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

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 Billingborough Village Hall 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 customers 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 Billingborough Village Hall. The Committee expects it will hear about a complaint within one month of any incident.

Where Complaints Come From

Complaints may come from members of the public or persons and organisations using the hall or local residents. 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.

Billingborough Village Hall Chapel Street Billingborough NG34 0QH
Charity Number : 509262

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Confidentiality Assured

All complaints will be handled sensitively and confidentially following any relevant data protection requirements.

Record of complaint

On receipt of your complaint we will take notes to record the facts so we can deal with your complaint. We may seek clarification on some details in order to deal with the complaint effectively.

Responsibility

Overall Responsibility for this policy and its implementation lies with the Billingsborough Village Hall Committee. The Committee aims to acknowledge complaints within five working days and give a full response to complainants within two weeks.

Procedure for Handling Complaints

To register a complaint you may contact either:

- Chairperson – Roy Greenwood 07803 574063
- Secretary - Karyn Wilkins 07802 584947
- Email - billingsboroughvillagehall@gmail.com

Please detail the relevant facts regarding the complaint/incident including your contact details to enable us to respond to your complaint and identify your relationship with Billingsborough Village Hall i.e. hall user, hirer, local resident.

Upon receipt of your complaint and all the related details, we will:

- Acknowledge your complaint within five working days or sooner
- Complete a Complaint Registration Form (*appendix 1*)
- Speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward
- Where we have to gather information which may take a little time, we will do so and respond to you not later than four weeks after receiving your complaint
- If your complaint requires further investigation we will contact you and keep you apprised of the progress
- 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

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Complaints Registration Form *(appendix A)*

Complainant Name					
Date of Complaint					
Contact Details		BHV Relationship Please tick	Regular Hirer	Hall User	Resident
			Other (specify)		
Details of Complaint Specify how complaint rec'd ie phone/email etc					
Complaint rec'd by		Complaint Acknowledged Within 5 working days	Date	Complaint Handler Name	
Complaint Resolved	Yes/No	Further investigation req'd	Detail/timescale/name of actioner		
Please ensure all notes/documents/correspondence relating to the complaint are attached to this form and passed to the secretary for filing					

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