

Victoria Jubilee Hall Malpas

Complaints Policy

1. Introduction

Victoria Jubilee Hall Malpas is committed to providing a high standard of service to all users and visitors. We welcome feedback, including complaints, as an opportunity to improve our facilities and services.

2. Scope of the Policy

This policy applies to all hall users, including hirers, visitors, and members of the community, who wish to raise a complaint about any aspect of the hall's facilities, services, staff, or management.

3. How to Make a Complaint.

Complaints should be made as soon as possible after the issue arises. They can be submitted in the following ways:

- **In Writing:** Send a email to the Hall's management committee.
- **In Person:** Speak to a committee member or representative during an event or booking.
- **By Phone:** Contact the hall's designated representative.

4. Complaint Handling Process

1. Acknowledgement - We will acknowledge receipt of the complaint within five working days.

2. Investigation - The complaint will be reviewed by the management committee, who may contact the complainant for further details.

3. Resolution - A response outlining the findings and any proposed action will be provided within 21 days. If further investigation is required, we will provide an update on the expected timeframe.

4. Appeal - If the complainant is not satisfied with the outcome, they may request a review by the full management committee, whose decision will be final.

5. Confidentiality

All complaints will be handled with discretion, and information will only be shared with those involved in the resolution process.

6. Contact Details

For complaints or further information, please contact:

Victoria Jubilee Hall Malpas

[\[jubileehallmalpas@gmail.com\]](mailto:jubileehallmalpas@gmail.com)

[07465528826]

This policy will be reviewed annually to ensure its effectiveness.