

WYBOSTON, CHAWSTON AND COLEDEN VILLAGE HALL

Complaints Procedure

- Any formal complaint received by a member of the Village Hall Committee should be logged, to include date, time, nature of the complaint and person(s) making the complaint.
- An acknowledgement of the complaint should be sent to the complainant by the Chairperson of the Village Hall Committee.
- Unless the subject of the complaint is such that an urgent response is required, the matter should be put on the agenda and discussed at the next scheduled Village Hall Committee Meeting.
- In the event that the subject does require urgent attention, an Extraordinary Meeting of the Village Hall Committee should be convened.
- After discussion by the Village Hall Committee, a decision and, if necessary, any action, is to be agreed and minuted.
- The complainant should then be advised of the response which has been agreed by the Village Hall Committee and the decision/action minuted.