

## Alderholt Village Hall

1 Station Road  
Alderholt  
Dorset  
SP6 3RB



# Complaints Policy and Procedure

## Introduction

Alderholt Village Hall is committed to maintaining its strong partnership with members of the local community and users of the 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 the 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, we will work to rectify this.

We are committed to equal opportunities and takes complaints about discrimination very seriously.

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

## Procedure for Handling Complaints

We believe most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

We aim to acknowledge complaints within **five working days** and to give a full response to complainants within **two weeks**. If we judge the complaint to involve complex issues, we will inform complainants of that judgement within two weeks and at the same time advise them of the date 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.

All safety concerns that would endanger a user of the hall will be dealt with by the Chairperson or, in his / her absence, the Secretary, immediately the matter is brought to our attention.

We will take every complaint seriously and will treat everyone who complains with respect and courtesy.

## Informal Complaints & Complaints Related to Bookings

Any complaints or grievances about the conduct of hall hire and use should, in the first instance, be submitted in writing to the Bookings Officer or the Secretary at the earliest possible time, and will be dealt with by the Management Committee.

Other informal complaints should be raised with the Secretary. You can find contact details on our website [www.alderholtvillagehall.org.uk](http://www.alderholtvillagehall.org.uk).

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

### **Formal Complaints**

Formal complaints should be made in writing to the Chairperson who will normally investigate in first instance. You can find contact details on our website [www.alderholtvillagehall.org.uk](http://www.alderholtvillagehall.org.uk).

If the complaint directly concerns the Chairperson, complainants should contact the Secretary, who will consult with the rest of the committee.

The Chairperson (or, by exception, the Secretary) will provide a written response to all formal complaints.

### **Monitoring, Evaluation and Review**

We will annually review the outcome of all complaints at our ordinary meetings to inform our policies and practice and to ensure we continue to improve the services we provide.

**Review date:** July 2024