

Hardington Mandeville Village Hall

Registered Charity No: 304551

High Street, Hardington Mandeville, Yeovil, BA22 9PQ

Complaints Policy and Procedure

Introduction

The Hardington Mandeville Village Hall Committee is committed to maintaining a strong partnership with members of the local community, and the users of Hardington Mandeville 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 Hardington Mandeville Village Hall or member of the local community are 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, Hardington Mandeville Village Hall Committee would wish to rectify this.

Hardington Mandeville Village Hall Committee is committed to equal opportunities and we take complaints about discrimination very seriously.

This Complaints Procedure is intended to

- Ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.
- Provide a transparent and fair complaints procedure which is clear and easy to use.
- Ensure that everyone on Hardington Mandeville Village Hall Committee knows what to do if a complaint is received.
- Ensure all complaints are investigated fairly and in a timely way.
- Gather information which helps us 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 Hardington Mandeville Village Hall. The Committee expects it will hear about a complaint within three months of any incident.

Where Complaints Come From

Complaints may come from members of the public, persons and organisations using the Hall, local residents or suppliers or, with the complainant's permission, any representatives of these.

Confidentiality

All complaints will be handled sensitively and confidentially, telling only those who need to know, and will follow any relevant data protection requirements.

Responsibility

Responsibility for this policy and its implementation lies with Hardington Mandeville Village Hall Committee.

Procedure for Handling Complaints

Stage One; Informal Complaints

Informal complaints should be raised with the Chairperson, Secretary or Treasurer. Their contact details are on the notice board outside the Village Hall.

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

Stage Two: Formal Complaints

Formal complaints should be made in writing and will normally be investigated by the Chairperson. If the complaint directly involves the Chairperson, complainants should write to the Secretary, who will consult with the rest of the Hardington Mandeville Village Hall Committee.

Once the Committee receives a formal complaint and all the relevant details it will

- Acknowledge the complaint in writing within five working days or sooner.
- Take steps to speak to any other party involved, to ensure that everyone has a fair opportunity to put their perspective forward.
- Respond to the complaint within four weeks of receiving it.
- Where the Committee has to gather information which may take more time, the Committee will, within two weeks of receiving the complaint, agree a timescale with the complainant, sharing the steps required so that everyone understands why this is necessary.

Monitoring, Evaluation and Review

The Hardington Mandeville Village Hall Committee will review the outcome of all complaints annually at an ordinary meeting to inform their policies and practice, and to ensure continued improvement in the services provided.

The policy will be reviewed annually.