

# **Complaints Policy**

Bramley Village Hall Trust  
26 January 2022

## **Introduction**

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

Bramley Village Hall Trust are committed to equal opportunities and take complaints about discrimination very seriously.

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

## **Procedure for Handling Complaints**

Bramley Village Hall Trust believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone, via email or through a meeting of the key people involved.

Bramley Village Hall Trust aim to acknowledge complaints within five working days and give a full response to complainants within two weeks. If the complaint is judged to involve complex issues, complainants will be informed within two weeks when 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.

Any safety concerns that may endanger a user of Bramley Village Hall will be communicated via the Bookings Secretary or the Caretaker to the user.

Bramley Village Hall Trust will take every complaint seriously and will treat everyone who complains with respect and courtesy.

## **Stage One: Informal Complaints**

Informal complaints should be raised with the Chairperson. The relevant contact details can be found on the Bramley Village Hall website <http://www.bramleyhampshire.org.uk/village-hall> or on the noticeboard outside the Hall.

Complainants who remain dissatisfied at this stage will be informed that they 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 in the first instance.

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

A written response will be given by the Chairperson to all formal complaints.

## **Monitoring, Evaluation and Review**

The Bramley Village Hall Trust log all complaints in a complaints file and will annually review the outcome of all complaints at their ordinary meetings to inform their policies and practice to ensure the continued improvement in the services provided.

Date of Writing: 26/01/2022

Date of Latest Review: January 2022

Date of Next Review: February 2023