

SVH SAXILBY VILLAGE HALL

34 High Street Saxilby LN1 2HA
Registered Charity No 521979

Secretary Mr Steve Hollinworth email steve.hollinworth@gmail.com

COMPLAINTS POLICY AND PROTOCOL

Policy

Saxilby Village Hall (SVH) Management Committee is committed to providing a service to the residents of Saxilby and others in compliance with the requirements of our Constitution. We welcome feedback about our work, both positive and negative, as this can provide us with valuable information about our effectiveness and how we can improve in order to better our aims.

If any user of SVH or member of the local community is unhappy about the standard of service we provide, the quality of facilities on offer, the safety of users, the handling of a particular situation or any other matter the Management Committee would wish to work to rectify these concerns if at all possible.

This procedure sets out how you may complain to the committee and how we shall try to resolve the complaint. We will treat your complaint confidentially, seriously and quickly. We believe that most complaints can be resolved satisfactorily by informal discussion either face to face or by telephone with the key people involved. You can talk to any member of the Management Committee. The main aim throughout the process is to resolve the matter as quickly and efficiently as possible to the satisfaction of all concerned.

We aim to acknowledge complaints within five working days and give a full response to complainants within two weeks. If complex issues are involved we will inform the complainant/s within two weeks when they may expect a full response.

Protocol

Stage One : Informal Complaint

A complaint can be raised with any Committee member. Contact details for key people can be found on the SVH Website. You can also contact the email address at the top of this Procedure and the complaint will be passed to the Committee. If they cannot resolve the issue or you are not satisfied with the answer a formal complaint can be made.

Stage Two : Formal Complaint.

A formal complaint should be made in writing and addressed to the Secretary, as detailed above. The matter will then be fully investigated and considered by the Committee. If the complaint directly concerns the Secretary complainants should contact the Treasurer on 01522 702169 or email neilgwebster@gmail.com who will in turn inform the Committee.

A written response will be given to all formal complaints.