Complaints Procedure

Picklescott Village Hall Committee is committed to maintaining its strong partnership with members of the local community and users of the 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 the Village Hall or member of the local community, is unhappy about the standard of service provided, the qualities of the facilities within the Hall, the safety of users, the handling of a particular situation or issue or any other matter, the Committee would seek to rectify this.

The Village Hall Committee is committed to equal opportunities, and we take complaints about discrimination very seriously. Our complaints procedure has been adopted to ensure that most complaints are resolved quickly and smoothly.

Our policy is intended to:

- Provide a transparent and fair complaints procedure which is clear and easy to use for all.
- Publicise the existence of our complaints procedure so that people know how to contact us to make their views known.
- Ensure that everyone involved in the Hall and its committee knows what to do when a complaint is received.
- Ensure all complaints are investigated in a fair and timely manner.
- Ensure that wherever possible complaints are resolved quickly, preserving our valuable relationships with the stakeholders, so that all our customers and the community benefit.
- Gather information to help us improve on what we do and how we do it.

Complaints, Confidentiality, and Responsibility

Definition of a complaint

A complaint is an expression of dissatisfaction, whether justified or not, about Picklescott Village Hall. All complaints should be raised within 3 months or, in exceptional circumstances 6 months, from any incident or issue.

Complaints may come from members of the public or persons and organisations using the hall, local residents, suppliers, or their representatives.

Confidentiality

All complaints will be handled sensitively and confidentially and in accordance with the data protection requirements. The Trustees will not discriminate in any way in their handling of complaints.

Anyone receiving a complaint should be respectful and calm, taking the time to properly listen and understand your complaint. We may ask for more detail in order to clarify circumstances or context.

Once we have listened to a complaint, we will repeat it back to ensure there is a shared understanding of the issue. We will also ensure that we ask what resolution would be acceptable from the complainant's perspective.

Responsibility

Overall responsibility for this policy and its implementation lies with the Village Hall Committee. The Committee aims to acknowledge complaints within 7 days and to give a written response within 2 weeks. If the complaint is judged to involve complex issues, complainants will be informed of progress within 2 weeks and informed when to expect a final response. The main aim is to resolve complaints as quickly as possible and to everyone's satisfaction.

Procedure for handling complaints

What to do if something goes wrong – step 1 informal.

Informal complaints should be raised with the Chairperson or any member of the committee. The relevant contact details can be found on the Village Hall website and noticeboard. Complainants who remain dissatisfied have the option to escalate their complaint to a formal status.

If we can't address your concerns right away – step2 formal.

Sometimes even prompt action can't put right something that you may be dissatisfied about. In those cases, please put your concerns in writing via a letter or email, to the Chairperson, making clear all the relevant facts in relation to your complaint, including your name, address, and telephone number (or email). Letters can be put into the letterbox at the Village Hall.

The Village Hall committee will receive and discuss any complaints at its monthly meeting to ensure a fair and balanced approach is taken to all issues arising.

In responding to your complaint, we will share with you in writing what actions we have taken to resolve the complaint, the results of any investigations and our final conclusion.