



## **Wenhampton Village Hall**

Charity Number: CN 1001694

Custodian Trustees: Parish Council

Managing Trustees: Management Committee

# **Complaints Procedure Policy**

## **POLICY OBJECTIVE**

The Wenhampton Village Hall Management Committee seeks to provide high-quality community leisure services to the residents of Wenhampton with Mells Hamlet and to those of the surrounding area.

The Wenhampton Village Hall Management Committee is committed to being responsive to the needs of the people we serve and to be responsive to any complaints as quickly as possible.

This policy has been designed to provide guidance to both those who use the village hall, to the Committee members and the large number of volunteers who enable the village hall to thrive and prosper.

Those involved in the successful running of the activities offered by Wenhampton village hall are committed to being consistent, fair and impartial when handling any complaint.

This policy is to ensure that:

- a) Both you and all Committee members and volunteers understand the complaint lodgement and handling processes.
- b) Your complaint is investigated impartially with a balanced view of all information and evidence.
- c) We take every precaution to protect your personal information in line with the General Data Protection Regulations (GDPR) 2018.
- d) Your complaint is considered on its merits taking into account individual circumstances and needs.

## **DEFINITION OF A COMPLAINT**

In this policy a complaint means an expression of dissatisfaction by a hirer of the village hall related to the leisure services offered.

## **HOW A COMPLAINT CAN BE MADE**

In the first instance consider speaking directly with the Committee member or volunteer with whom you have been dealing. If you are uncomfortable with this or consider that the relevant village hall person is unable to address your concerns, you may lodge a complaint in one of the following ways:

- a) By completing the feedback form available from the Booking Secretary.
- b) By telephoning the Chairman of the Village Hall Management Committee.
- c) By writing to the Chairman of the Village Hall Management Committee.
- d) By e-mailing the Chairman of the Village Hall Management Committee.

## **THE INFORMATION YOU WILL NEED TO TELL US**

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information. To assist us to investigate your complaint quickly and efficiently we ask you for the following details:

- a) Your name and contact details.
- b) The name of the person you have been dealing with, related to the hire of the village hall.
- c) The nature of the complaint.
- d) Details of any steps that you have already taken to resolve the complaint.
- e) Details of conversations that you may have had with Wenhampton Village Hall Management Committee members or volunteers.
- f) Copies of any documentation which supports your complaint.

## **RECORDING COMPLAINTS**

Your complaint will be securely held either in paper form or on a computer, or both. In accordance with the General Data Protection Regulations 2018 we will not lend, hire, sell or in any unauthorised way release your details to a third party. You are entitled to demand the modification or the removal of your personal details at any time.

## **RESOLVING ISSUES**

After logging the details of your complaint we would hope to resolve issues in a timely manner and to your satisfaction and in agreement with the Wenhampton Village Hall Management Committee. The final decision rests with the Chairman of the Committee.