



## COMPLAINTS PROCEDURE

### DEFINITION

A complaint is an expression of dissatisfaction about the standard of service provided by the Stainton Village Hall CIO which a user, contractor or other member of the community claims has affected him or her.

### POLICY

Stainton Village Hall Committee aims to carry out all of its activities in a professional and open way, so as to minimise complaints from customers, contractors and other members of the community. If complaints are received, Stainton Village Hall Committee will view them as an opportunity to learn and improve for the future as well as a chance to put things right for the complainant.

Our policy is:

1. to provide a fair complaints procedure which is clear and easy to use;
2. to ensure that all complainants are treated with respect;
3. to deal with complaints in a timely and efficient way;
4. to make sure that trustees, volunteers, staff and contractors know what to do if a complaint is received;
5. to make sure that, insofar as possible, all complaints are resolved to the satisfaction of all parties; and
6. to gather information which helps us improve what we do.

### COMPLAINTS PROCEDURE

#### **Informal Complaints**

Informal complaints should be raised with the Chairperson or another Trustee, who will endeavour to resolve the issue. Complainants who remain dissatisfied are invited to make a formal complaint.

#### **Formal Complaints**

Formal complaints should be made in writing and sent by email to [enquiries@staintonvh.org.uk](mailto:enquiries@staintonvh.org.uk). Complaints will normally be investigated by the Chairperson in the first instance. If the complaint directly concerns the Chairperson complaints should be addressed to the Vice Chairperson, who will consult with the rest of the committee members.

The Chairperson or Vice-Chairperson will seek to resolve complaints through discussions with the key people involved by telephone, email or a face-to-face meeting. If, after these discussions, the complainant is not satisfied, the Chairperson or Vice-Chairperson will refer the matter to the Trustees who will decide on any further steps to resolve the matter. The decision of the Trustees will be final.

The Chairperson or Vice-Chairperson will aim to acknowledge complaints within five working days and give a written 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.

If a complaint has specific implications for Hall operating procedures, these procedures will be reviewed at the earliest opportunity and any changes that are deemed necessary approved at the next committee meeting and implemented as soon as practicable.

All complaints will be logged by the Chairperson and "complaints" will be a regular agenda item at committee meetings. The Stainton Village Hall Management Committee will conduct an annual review of the outcome of all complaints prior to the annual general meeting as part of its policy of continued process improvement.

Stainton Village Hall Committee  
February 2020