

CORRINGHAM VILLAGE HALL **(Charity 521912)**



COMPLAINTS POLICY

Corringham Village Hall

Complaints Policy

1.0 Introduction

1.1 Corringham Village Hall Management Committee are committed to maintaining a strong partnership with the local community and all the users of the Village Hall and surrounding grounds

1.2 If any user of Corringham Village Hall or a member of the local community is 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, the Management Committee would wish to work to rectify this.

2.0 Procedure

2.1 Corringham Village Hall Trust Management Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting with the people involved.

2.2 Corringham Village Hall Trust Management Committee aims to acknowledge any complaints as soon as possible.

2.3 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.

2.4 Any safety concerns that would endanger a user of Corringham Village Hall will be dealt with as soon as possible, please contact the Vice Chair or in their absence, the Chairperson or any available committee member.

2.5 Corringham Village Hall Management Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

3.0 Informal Complaints – Stage One

- i) Informal complaints should be raised with the Chair.
- ii) Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

4.0 Formal Complaints – Stage Two

- iii) Formal complaints should be made in writing and will normally be investigated by the Chairperson and/or another committee member prepared to assist in the first instance.
 - iv) If the complaint directly concerns the Chairperson, complainants should contact the Vice Chair who will consult with the rest of the committee members.
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- v) A written response will be given by the Chairperson to all formal complaints.

5.0 Monitoring, Evaluation and Review

5.1 Corringham Village Hall Management Committee will review the outcome of all complaints in public at their Annual General meeting. The policy will be reviewed annually.