

# **Blewbury Village Hall Executive Executive Management Committee - Complaints Procedure**

## **POLICY STATEMENT**

Blewbury Village Hall Executive Management Committee aims to carry out all of its activities in a professional and open way, which will minimise complaints from customers, contractors and other members of the community. Where complaints are received, Blewbury Village Hall Executive Management will treat them with respect, endeavour to resolve them to the satisfaction of all parties and instigate any actions necessary to prevent the recurrence of the issue causing complaint.

## **AIMS**

In all its activities the Village Hall Executive Management Committee will aim to:

- Operate in a professional and efficient manner, which will please customers, contractors and members of the community and minimise cause for complaint.
- Handle any complaints promptly and efficiently in an approved manner.
- Seek resolutions that are acceptable to all parties.
- Learn from complaints and their resolution to improve operating procedures and the attractiveness of the Hall and the facilities it offers.
- Encourage feedback from users and other members of the community on how the Hall meets the requirements of the community.
- Achieve constant improvement in operating processes and procedures to make the Village Hall a facility that is a pleasure to use.

## **PRINCIPLES**

Blewbury Village Hall Executive Management Committee will strive to:

1. Encourage its members and employees to take responsibility for resolving complaints promptly in accordance with the published complaints procedure.
2. Treat all users in a fair and equitable manner and in accordance with the Committee's equal opportunities policy.
3. Maintain suitable booking and operating procedures, so that users know what is expected for them.
4. Ensure that all users are made aware of these procedures and adhere to their requirements.
5. Avoid cause for complaint of non-compliance by meeting all relevant legislation and regulations relating to the safe and efficient operation of public buildings.
6. Maintain the building and equipment to a high standard.
7. Undertake a process of constant improvement in operating procedures and standard of facilities available.
8. Actively seek user opinion on the standard of service offered by the Village Hall and use this information in the improvement process.
9. Impress on users the need to respect the needs of other users.
10. Learn from any complaints that arise and the actions necessary to resolve them.

## **COMPLAINTS PROCEDURE**

### **Stage One: Informal Complaints**

Informal complaints should be raised with the Chairperson. The relevant contact details can be found on noticeboards within the Village Hall.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

### **Stage Two: Formal Complaints**

Formal complaints should be made in writing and will normally be investigated by the Chairperson in the first instance.

If the complaint directly concerns the Chairperson complainants should contact the Vice Chairperson, who will consult with the rest of the committee members.

A written response will be given by the Chairperson, or Vice Chairperson, to all formal complaints.

### **Response**

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

Blewbury Village Hall Executive Management Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

Blewbury Village Hall Executive Management Committee aims to acknowledge complaints within five working days and give a full 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. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

All safety concerns that would endanger a user of Blewbury Village Hall, member of staff or contractor, will be dealt with as soon as notice is given by the Chairperson or in his/her absence the Vice Chairperson.

### **Monitoring, Evaluation and Review**

Where a complaint has specific implications for Hall operating procedures, these will be reviewed at the earliest opportunity and any changes that are deemed necessary approved at the next Committee meeting. These changes will then be communicated to all Hall users.

All complaints will be logged by the Chairperson and "complaints" will be a regular agenda item at Committee meetings.

The Blewbury Village Hall Executive 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.