

WOOLASTON MEMORIAL HALL

& PLAYING FIELD

GL15:6SU

For the Community

COMPLAINTS PROCEDURE POLICY

Our policy is to:

- provide a complaints procedure that is clear and easy to use
- ensure complaints are, wherever possible, resolved informally and that relationships are repaired
- ensure all complaints are investigated fairly and in a timely manner
- gather information that helps us to improve what we do
- review complaints annually at a Board meeting, to identify any trends that may indicate a need to take further action.

All complaints must be handled considerately and compassionately.

1 Informal complaint: Those involved with the day-to-day running of the Hall should aim to resolve minor issues quickly and informally, liaising with the Chair or Booking Officer to agree any appropriate action or compensation as required. The Booking Officer has discretion to offer compensation up to a maximum value of 50% of the hire cost. A second officer should approve a refund in excess of £25.

The Secretary and Treasurer should be informed of any informal complaint where financial compensation has been given. The complaint will be logged, recording its status, date received, and date resolved.

We do not log minor issues where no compensation is required.

2. Formal complaint: Where an informal resolution is not possible the complainant should be informed of their right to have a written response (where applicable) from a named person at Trustee level. This is then a formal complaint and should be dealt with within 2 weeks.

Formal complaints should be handled by the Chair, if it is about the Chair, it should be handled by the Secretary. Details should be recorded, and the complainant informed of the complaints procedure and how long it will take. The record should include: - - - the complainant's name, address, email and/or telephone number – the relationship of the complainant to Woolaston Memorial Hall (e.g. client, contractor, etc.) the facts of the complaint.

Where appropriate, the complainant should be invited to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

If the complaint relates to a specific person, that person should be informed and given a fair opportunity to respond.

The complainant should be responded to as soon as possible. Where the 2-week timescale is not possible (e.g. the investigation is not complete), a progress report should be sent which will include an indication of when a full response will be given. The full response should cover: - - - the action taken to investigate the complaint the conclusions from the investigation any action taken as a result of the complaint.

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx .

