

BREDE VILLAGE HALL

Registered Charity No.233559

Brede Village Hall, Cackle Street, Brede, East Sussex, TN31 6DX

COMPLAINTS POLICY AND PROCEDURE

1. Introduction

Brede Village Hall Management Committee is committed to maintaining its strong partnership with members of the local community and the users of Brede Village Hall. If any user of Brede Village Hall or 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, Brede Village Hall Management Committee will work to rectify this. The adoption of a clear complaints procedure will help the Brede Village Hall Committee to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

The Brede Village Hall Management Committee is committed to equal opportunities and we take complaints about discrimination very seriously. Our policy is intended to:

- Provide a transparent and fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Make sure every member of Brede Village Hall Management Committee knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely way
- Make sure that complaints are, wherever possible, resolved quickly and that relationships remain healthy, so all our users benefit
- Gather information which helps us to improve what we do.

2. Complaints and Confidentiality

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Brede Village Hall that has been raised by the complainant with either the Booking Secretary or the Chairperson of the Management Committee. The Committee expects it will hear about a complaint within one month of any incident.

Complaints may come from members of the public or persons and organisations using the hall, local residents or suppliers. A complaint can be received verbally, face to face or by phone (in these cases a written note of the complaint will be made), or by email or letter. All complaints will be handled by Brede Village Hall Management

Committee sensitively and confidentially, and following any relevant data protection requirements.

Brede Village Hall Management Committee will not discriminate in any way in their dealings with handling complaints. Whoever the complainant contacts initially will be respectful, calm and listen to the complaint to try and understand it. If the complaint is not made in writing, the person contacted will take notes to record the facts so the Management Committee can deal with the complaint. They may seek clarification on some details in order to help the complainant more effectively. Once they have listened to the complaint they will repeat it back to the complainant to ensure they have understood it correctly. They will also ask what a successful resolution will look like from the complainant's point of view. Complaints made in writing will be acknowledged within five working days.

3. Responsibility

Overall Responsibility for this policy and its implementation lies with the Brede Village Hall Management Committee. All written complaints are to go to the Committee, via the Booking Secretary. If the complaint concerns the Booking Secretary, complaints should be directed to the Chair.

If the complaint concerns a committee member, they must withdraw during the discussion of the complaint. The Committee aims to give a full response to complainants within one month. 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. There is no right of appeal – the committee decision stands unless new information comes to light that may affect the decision.

4. Procedure for Handling Complaints

Informal complaints: These should be raised with the Booking Secretary of Brede Village Hall. The relevant contact details can be found either on the Brede Village Hall website (www.bredenvillagehall.org.uk) on the Contact page. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Formal complaints: Sometimes, even prompt action can't put right something you might be dissatisfied about. In these circumstances, please put your concerns in writing to the Chair of the Brede Village Hall Management Committee. Please contact the Chair by email at mikeduffield.bvh@gmail.com, making clear all the associated facts, including for example:

- All the facts related to the complaint;

- Your name, address, telephone number and email address, noting your preferred method of contact, so we can get in touch with you in the way that suits you best;
- Please help us to understand your relationship with Brede Village Hall, e.g. hall user, hirer, local resident etc.

Once we have received your complaint and all the related details, we will first acknowledge your complaint within five working days. We will then take steps to speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward.

The Brede Village Hall Management Committee aims to give you a full response within one month. If your complaint is judged to involve complex issues, you will be informed within two weeks when you can expect a full response. Where possible we will agree a timescale with you, sharing the steps required so everyone understands why this is necessary. In responding to your complaint, we will share with you what action we have taken, the conclusions we have reached from any investigation and any action resulting from these conclusions taken to resolve the complaint.

Appendix 1: Gathering Information About Your Complaint

Date:

The Facts About Your Complaint:

--

How you would like to be contacted:

Name:

Address:

Email address:

Telephone:

