



Complaints Policy and Procedure

The Brunton Memorial Hall

Riverside Rise
Allington
Wiltshire
SP4 0AF

This document aims to help you understand the complaints procedure managed by The Brunton Memorial Hall Committee (TBMHC).

Introduction

TBMHC is committed to maintaining its strong partnership with members of the local community and users of the village hall.

We are open to feedback and comments about our work, both positive and negative as these can provide us with valuable information about our effectiveness and how we can better meet our aims

If any user of the 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 the Committee would seek to rectify this.

TBMHC is committed to equal opportunities and we take complaints about discrimination very seriously. Our complaints procedure has been adopted to ensure that most complaints are resolved quickly and smoothly.

Our policy is intended to:

- Provide a transparent and fair complaints procedure which is clear and easy to use for all
- Publicise the existence of our complaints procedure so that people know how to contact us to make their views known
- Ensure that everyone involved in the Hall and its committee knows what to do when a complaint is received
- Ensure all complaints are investigated in a fair and timely manner
- Ensure that wherever possible complaints are resolved quickly, preserving our valuable relationships with stakeholders so that all our customers and the community benefit
- Gather information to help us improve on what we do and how we do it

Complaints, Confidentiality and Responsibility

Definition of a complaint

A complaint is an expression of dissatisfaction whether justified or not, about The Brunton Memorial Hall. All complaints should be raised within 3 months or, in exceptional circumstances 6 months from any incident or issue.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know.

Your complaint may be about:

- the quality of the facilities
- the use of the facilities or how they are being used by other users
- safety of the users
- the handling of a particular situation or issue
- or any other matter related to the Brunton Memorial hall.

However, any abusive or anonymous complaints will be ignored.

How to make a complaint

All complaints need to be made in writing via letter or e-mail and sent to the Chair of TBMHC.

Who will deal with your complaint?

- All complaints should be sent in writing to John Hill, the Chair of TBMHC who will address the issue and respond in writing
- E-mail address: villagehall@allingtonandboscombe.org.uk
- Postal address: Riverside Rise, Allington, Wiltshire, SP4 0AF
- For ease an example complaints form is set out at the end of this policy and procedure
- If you are not happy with the response, then you will be invited to address your complaint to the whole committee, who will listen to your concerns, consider the issues and whether the follow-up actions were appropriate
- The committee will then decide on any further actions
- We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you. In most cases, you will receive a full written response to your complaint within twenty working days.

If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint. If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a Village Hall user would be dealt with immediately after notice is received.

Variation of the Complaints Procedure

TBMHC may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example a complaint about a Chair, trustee or committee member who would usually be the lead in reviewing the complaint.

Charity Commission

The complainant if they are unhappy with the outcome of the above procedure 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]

Monitoring and Learning from Complaints

All formal complaints are logged by TBMHC and these will be reviewed at Committee meetings as part of the regular agenda item and they will also be reviewed annually to identify any trends which may indicate a need to take further action.

Policy Review

Overall responsibility for this policy and procedure and its implementation lies within TBMHC. This Complaints Policy and Procedure will be reviewed annually.

Complaints form

(to be completed by complainant and delivery to the Chair via Village Hall post box)

Date complaint made	
Name of person making complaint	
Address and postcode of person making complaint	
Telephone	
E-mail	
Details of involvement with village hall	
<input type="checkbox"/> One off visits	<input type="checkbox"/> Visitor
<input type="checkbox"/> Regular involvement	<input type="checkbox"/> Business owner
<input type="checkbox"/> Local resident	<input type="checkbox"/> Non resident
Tell us about your complaint, clearly outlining the issue	
Nature of complaint	Any additional details
<input type="checkbox"/> Health and Safety <input type="checkbox"/> Quality issue about facilities <input type="checkbox"/> Environmental <input type="checkbox"/> Damage complaint <input type="checkbox"/> Issue with Hall facilities <input type="checkbox"/> Issue with car park <input type="checkbox"/> Noise <input type="checkbox"/> Litter <input type="checkbox"/> Lights <input type="checkbox"/> Timings <input type="checkbox"/> Other	<input type="checkbox"/> Photographs <input type="checkbox"/> Video <input type="checkbox"/> Witness statement
Date and time at which the incident giving rise to the complaint occurred	
Date:	Time:
Names and contact details of other people supporting the complaint	

Complaint Investigation form

(to be completed by Committee Member investigating the complaint and to be provided back to the Complainant)

Date of investigation:	
Name of Committee Member investigating the complaint:	
Brief outline of complaint investigation	
Nature of complaint:	
<input type="checkbox"/> Health and Safety <input type="checkbox"/> Quality issue about facilities <input type="checkbox"/> Environmental <input type="checkbox"/> Damage complaint <input type="checkbox"/> Issue with Hall facilities <input type="checkbox"/> Issue with car park <input type="checkbox"/> Noise <input type="checkbox"/> Litter <input type="checkbox"/> Lights <input type="checkbox"/> Timings <input type="checkbox"/> Other	Further details
Complaint status	<input type="checkbox"/> Upheld / Valid <input type="checkbox"/> Dismissed / Invalid
Action taken by investigating Committee member:	
<input type="checkbox"/> No further action <input type="checkbox"/> Follow up with Complainant <input type="checkbox"/> Review incident further <input type="checkbox"/> Resolve damage <input type="checkbox"/> Repair made <input type="checkbox"/> Resolve incident <input type="checkbox"/> Lessons learnt <input type="checkbox"/> Other	Any further action details
Outcome agreed with person making the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No