**Fordham Village Hall Complaints and Procedure Policy**

**Charity Number 1007775**

Fordham Village Hall Management Committee is committed to maintaining its strong partnership with members of the local community and the users of Fordham 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 Fordham Village Hall or member of the local community are 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, Fordham Village Hall Management Committee would wish to work to rectify this.

Fordham Village Hall Management Committee are committed to equal opportunities and take complaints about discrimination very seriously.

The adoption of a clear complaints procedure will help the Fordham Village Hall Management Committee.

**Procedure for Handling Complaints**

Fordham Village Hall 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.

Fordham Village Hall Management Committee aims to acknowledge complaints as soon as possible.

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 Fordham Village Hall will be dealt with immediately notice by contacting the booking secretary or in their absence the chairperson or any available committee member.

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

**Stage One: Informal Complaints**

Informal complaints should be raised with the Booking secretary or Chairperson. The relevant contact details can be found on the Fordham Village Hall website

www.Fordhamvillagehall.co.uk or on the noticeboard outside the 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 or any other committee member prepared to assist in the first instance.

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

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

**Monitoring, Evaluation and Review**

The Fordham Village Hall Management Committee will annually review the outcome of all complaints at their ordinary meetings to inform their policies and practice to ensure the continued improvement in the services provided.

The policy will be reviewed annually.

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| Policy | Complaints Policy and Procedure |
| Date / Version | June 2023 |
| Review Date June | June 2024 |