



Grampound with Creed War Memorial Recreation Ground and Village Hall

Complaints handling and procedure Policy:

The purpose of this policy is to define the procedures that Grampound Village Hall Management Committee will adopt on receipt of a complaint. We aim to handle all complaints fairly, transparently and promptly.

Minor Complaints

The aim will always be to handle minor complaints informally wherever possible. Minor complaints, such as issues with the hall facilities, can be received by any member of the Management Committee and it is then that person's responsibility to pass them on to the person best placed to resolve them.

Formal Complaints

In the event that users of the hall feel it necessary to make a formal complaint about an area of Village Hall policy or process then they should make this in writing to the Chair. The Chair will acknowledge receipt of the complaint within 7 days of receipt (unless away from home) and may decide to meet with the complainant to discuss the matter further.

Procedure:

- 1) Complaints should be addressed to the Chair of Grampound Village Hall Management Committee using the Complaint Form below.
- 2) The Chairperson will send you a letter acknowledging receipt of your complaint within 7 days of receiving it, advising you as to the named person who will deal with your complaint and enclosing a copy of this procedure so that you are aware of time scales and intentions. If applicable you will also be sent a copy of the conditions of hire and hire agreement. If you would prefer another individual other than that named to handle the complaint then please advise the Chair.
- 3) The named person will then investigate your complaint and report back at a subsequent committee meeting. You will be advised as to the date.
- 4) GVHMC will then write to you to confirm what took place and any solutions to hopefully resolve your complaint. If the GVHMC can't resolve your complaint in this way we will request a mutually convenient meeting to discuss and hopefully resolve your complaint.

If the person making a complaint is not satisfied by the result then it will be passed back to the Chairperson of GVHMC and if there is still no satisfaction then it will be reviewed by the GVHMC and their decision will be final.

Complaints Form

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

Date:

Name and Address of person making complaint:

Telephone:

e-mail:

Details of involvement with village hall. (One off visits or regular involvement):

Background leading to complaint:

Complaint: (please use continuation sheet if needed)

Date and time at which the incident giving rise to the complaint occurred:

Names and contact details of other people supporting the complaint:

Action taken by investigating Officer:

Outcome agreed by person making the complaint:

Signature of the person making the complaint:

Signature of the Investigating Officer