

HUMSHAUGH VILLAGE HALL

COMPLAINTS POLICY

Introduction

This document aims to help you understand the complaints procedure managed by Humshaugh Village Hall Committee.

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, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter including equal opportunities and discrimination. You can either write or complete a complaint form as attached to this policy

Who will deal with your complaint?

All complaints should be sent to The Secretary, either by email at humvillhall@gmail.com or by post to Humshaugh Village Hall, Humshaugh, Hexham, Northumberland NE46 4AA, who will address the issue and respond in writing. If you are not happy with the response, you will be invited to address your complaint to the whole committee, who will listen to your concerns, consider the issue and whether the Secretary's 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, email 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 notice is received.

Diana Bennett

14th June 2022

HUMSHAUGH VILLAGE HALL

COMPLAINT FORM

1. Name and Organisation (if applicable):

2. Address (including postcode):

3. Telephone and email:

4. Tell us about your complaint, clearly outlining:

a. Why you are not satisfied?

b. What do you want us to do to put things right?

5. Have you tried to resolve your complaint before?

a. If yes, when? If yes, how?

6. Any other comments?

Signed: _____

Print name: _____

Organisation (if applicable): _____

Date: _____