



Millbrook Village Hall

Complaints and Compliments Policy

September 2018

Contents

- Page 1** **Introduction** **Informal Complaint Stage 1**
Making a Formal Complaint Stage 2
- Page 2** **Complaints Procedure**
- Page 3** **Compliments Procedure**
- Page 4** **Adoption by Chair**

Introduction

Millbrook Village Hall Management Committee aims to provide high quality services which meet your needs. We believe we achieve this most of the time. If we are not getting it right, please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with Millbrook Village Hall, and how a complaint would be dealt with.

If the complaint is against a member of the Committee, the person must understand that the complaint will be made known to the whole Committee.

Informal Complaint Stage 1

- If you are unhappy with Millbrook Village Hall, please speak with the Booking Officer or the Chair initially who can be contacted at millbrookvillagehall@gmail.com
- If you are unhappy with an individual on Millbrook Village Hall Management Committee, sometimes it is best to tell them directly. If this is difficult or inappropriate, then please contact a member of the hall committee or the Chair as above.

Often we will be able to give you a quick response and be able to resolve the issue. When the matter is more complicated, or serious, you may want to make a formal complaint.

Making a Formal Complaint Stage 2

If you are not happy with the informal procedure above, or you wish to raise the matter more formally, please

- Contact the Chair or Vice-Chair millbrookvillagehall@gmail.com

All written complaints will be noted and minuted at the next committee. You will receive a written acknowledgement. Our aim will be to investigate your complaint properly and give you a reply within five working days of the next Millbrook Village Hall Committee meeting.

Complaints Procedure

- Whoever is approached with the formal complaint will request that it is put in writing to The Chair and sent to Millbrook Village Hall, The Parade, Millbrook, PL10 1AX or it delivered by hand.
- Any anonymous letter, or one without any address, will be considered but will not necessarily be taken any further.
- Trustees will want to be clear whether the complaint constitutes misconduct, discrimination, maladministration, misuse of resources etc.
- The Committee member who is approached, must inform the Chair as soon as possible.
- The Chair will acknowledge the letter and decide the urgency of the action to be taken.
- Trustees will be informed at the next scheduled meeting, unless the urgency requires an extraordinary meeting.
- At the next routine Committee meeting, or before if called by the Chair, the complaint will be discussed.
- The Trustees will act together as a Committee, and will ensure that no member is unduly or unfairly exposed to abusive or discriminatory comments or behaviour.
- Once formally dealt with, the Trustees would be unwilling to consider a repeat of the same complaint.

The Trustees will then make a decision as to the action to be taken. Possible action could be:

- To meet with the complainant
- To offer a written explanation
- To give an assurance of any changes to be made, if required
- To give an apology, if appropriate
- To offer some form of compensation
- Undertake to seek expert or legal advice

Compliments Procedure

Please let the committee know if you are satisfied with Millbrook Village Hall and/or its committee's services as we value your feedback, and it helps the committee to continue to give a high standard of service to the community.

You can do this by email to the millbrookvillagehall@gmail.com

Adopted on behalf of Millbrook Village Hall Management Committee

Name: Clare Watkins

Position: Chair

Signed _____

Date 06/09/18