

Lydbury North Village Hall

COMPLAINTS POLICY

Lydbury North Village Hall (LNVH) is a well-equipped facility that hosts a breadth of events and functions for all sectors of the local community to enjoy. Its Management Committee of Trustees (LNVHMC) is committed to maintaining its strong partnerships with members of the local community and users of the Village Hall. Positive and negative feedback about our services and facilities is welcomed as it provides valuable information to monitor and improve the effectiveness and quality of our provision.

If any user of LNVH or member of the local community is dissatisfied with any aspect of the provision - such as the quality of the facilities, safety of users, or handling of specific issues - LNVHMC is committed to resolve matters in a timely manner and to ensure a satisfactory conclusion.

The policy sets out to show how formal and informal complaints will be addressed to ensure that this is achieved and, where appropriate, how action will be taken to avoid repetition of such concerns.

All hirers of the hall will be encouraged to complete a Feedback form included in the Hiring Agreement documentation.

The Complaints Policy

Specifically the Policy aims to:

- Provide a clear and easy to follow procedure for anyone wishing to provide feedback or to make a complaint.
- Ensure the procedure is clearly communicated to all hirers of the hall when making a booking.
- Ensure that all complaints are dealt with in a fair, unbiased, non-discriminatory and timely way.
- Ensure that all positive and negative feedback gathered will inform LNVHMC's monitoring of the services and facilities it provides and, where appropriate, be used to improve that provision.

The Complaints Procedure

Informal Complaints

These should be raised with the Secretary, Booking Secretary, Chairperson or any Trustee on LNVHMC.

Details of the complaint will be recorded and acknowledged by the Secretary and discussed at the next LNVH Committee meeting. If not resolved prior to the meeting, appropriate action will be agreed, responsibility and timing detailed and complainant subsequently informed.

Should a Complainant remain dissatisfied, they will be offered the opportunity to make a formal complaint in writing.

Formal Complaints

Formal complaints should be made in writing and will be investigated by the Chairperson or other Trustee, involving others as appropriate.

If the complaint directly concerns the Chairperson, or any Trustee of LNVH, the complainant should contact the Secretary, who will consult with the Chairperson and the LNVHMC to agree necessary action to resolve the complaint in a timely and satisfactory manner.

The Chairperson will respond in writing to all formal complaints within two weeks. If complex to resolve, the complainant will be advised when they can expect to receive a full response to the issue raised.