



BOROUGH GREEN VILLAGE HALL – COMPLAINTS POLICY

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INTRODUCTION

The Borough Green Village Hall (BGVH) Management Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting with the people involved.

It is the aim of the BGVH Management Committee to acknowledge any complaints as soon as possible however please bear in mind the Management Committee is made up of volunteers that are not always readily available.

BGVH Management Committee take every complaint seriously and will treat everyone who complains with respect and courtesy. BGVH are committed to equal opportunities and take complaints about discrimination very seriously.

TYPES OF COMPLAINTS

If the BGVH Management Committee have failed to provide a satisfactory standard of service, then Hall users are invited to contact the Committee directly.

Complaints may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue or any other matter.

DEALING WITH A COMPLAINT

If a complaint is judged to involve complex issues, complainants will be informed as soon as possible and normally within ten working days when they would 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.

Where necessary outside intervention may be considered to investigate or resolve an issue. The outside intervention will be dependent on the type of issue.

SAFETY CONCERNS

Any safety concerns relating to the Hall that are believed to potentially endanger a user of BGVH Hall will be dealt with as a priority and as soon as possible. Please contact the booking secretary (boroughgreenvillagehall@gmail.com) or in their absence, the Chairperson or any available committee member.

STAGES OF COMPLAINT HANDLING

Stage One: Informal Complaints

Informal complaints should be raised with the BGVH Booking secretary or Chairperson (boroughgreenvillagehall@gmail.com). Additional contact details can be found on the web site (www.boroughgreenvillagehall.com) and on the entrance notice board and within the hall.

Complainants who remain dissatisfied with the outcome at the informal stage can make a formal complaint by submitting a BGVH Formal Complaint Form and referring to their informal complaint.



Stage two: Formal Complaints

Formal complaints should be made in writing using the attached form (copies are available from the Committee) and are normally investigated by the BGVH Chairperson and/or another appropriate BGVH Committee member in the first instance.

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

Stage 3: Outcome (Formal Complaints)

As an outcome a written response will be provided by the BGVH Chairperson to all formal complaints normally within twenty working days. If the Chairperson cannot provide a full response in this time, they, or a member of the BGVH Management Committee, will write to inform the complainant why and how the Committee are dealing with the complaint.

If the complaint is complex, BGVH Management Committee aim to provide the complainant with a full reply normally within thirty working days.

If the response has not resolved the issue the complainant will be invited to address their complaint to the whole committee, who will listen to the concerns, consider the issues and whether follow up actions were reasonable and appropriate.

The BGVH Management Committee will then decide on any further actions. The BGVH Management Committee response is the final stage in the internal complaints process.

MONITORING, EVALUATION AND REVIEW

BGVH Management Committee will review the outcome of all complaints at its Committee meetings to evaluate and provide learnings and considerations for future changes to facilities, process, or structure.

This policy will be reviewed annually.

Dated: 26 April 2024