



## **CROCKENHILL VILLAGE HALL MANAGEMENT COMMITTEE (CVHMC)**

### **Complaints handling Policy and Procedure**

#### **POLICY:**

Crockenhill Village Hall Management Committee (CVHMC) is committed to providing a safe, clean, comfortable and pleasant place for hirers to use. When something goes wrong or is not as expected then we would like to know about it. If you have a complaint, please contact us with the details and we will get back to you no later than the Friday following our subsequent committee meeting. Committee meetings take place on the third Wednesday of the month (except August and December), 7.30pm in the main hall at the village hall. CVHMC is run by volunteers and allowances for the pressures on their time have been built into the time scales to make them realistically achievable.

#### **PROCEDURE:**

A book is provided in the kitchen to communicate queries and report minor matters needing attention. This book is regularly examined by the Caretaker and Trustees and issues dealt with swiftly and comments noted. Items that require expenditure or consultation are referred on to CVHMC for consideration either by email if urgent or discussed at the following Committee meeting.

- 1) Complaints outside of the above arrangement should be addressed to the Chair of CVHMC.
- 2) CVHMC will send you a letter acknowledging receipt of your complaint within 5 working 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.
- 3) If you would prefer another individual other than that named to handle the complaint then please advise the Chair.
- 4) CVHMC will then investigate your complaint.
- 5) CVHMC will then discuss your complaint at the subsequent committee meeting you would have been advised as to the date.
- 6) CVHMC will then write to you to confirm what took place and any solutions to hopefully resolve your complaint.
- 7) If CVHMC can't resolve your complaint immediately CVHMC will request a mutually convenient meeting to discuss and hopefully resolve your complaint.
- 8) If you do not want a meeting or it is not possible, CVHMC will send you a detailed written reply to your complaint, including requests for further information and or suggestions for resolving the matter.
- 9) At this stage, if you are not satisfied, you should contact us again so that CVHMC can review the situation.
- 10) CVHMC will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- 11) If the complaint is as a result of an incident that compensation from insurance would be claimed details of our policy would be made available.
- 12) It is at this stage that no further communication between CVHMC and yourself could take place until the matter was resolved.
- 13) This does not affect or intend to replace your legal and statutory rights.