



Newton in Cartmel Village Hall, LA11 6JH
Charity registration number: 521258

Newton in Cartmel Village Hall Complaints Policy and Procedure

Why it's important

The Newton In Cartmel Village Hall Management Committee is committed to maintaining its strong partnership with members of the local community and the users of Newton in Cartmel Village Hall. We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness, and how we can better meet our aims.

If any user of the village hall or member of the local community are unhappy about the standard of service provided, the quality of the facilities within the Hall, the safety of users, the handling of a particular situation or issue, or any other matter, the Village Hall Management Committee would wish to work to rectify this. A clear complaints procedure helps to ensure that most complaints, are resolved quickly, smoothly, and as close to the source of the misunderstanding, or problem as possible.

What we will do

- The Village Hall Management Committee believe that most complaints can be resolved satisfactorily by informal discussion, either over the telephone or through a meeting of the key people involved.
- Where the complaint is a matter of safety which would endanger a user of the hall, it will be dealt with immediately that notice is given to the Chair, or any member of the committee.
- Newton in Cartmel Village Hall Management Committee will take every complaint seriously, and will treat everyone who complains with respect, and courtesy.
- We aim to acknowledge complaints within five working days and give a full response to complainants, within two weeks. If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can 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.

Stage One: Informal Complaints

- Informal complaints should be raised with the Chair. The relevant contact details are admin@ncvh.org.uk for the attention of the Secretary in the first instance. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Stage Two: Formal Complaints

- Formal complaints should be made in writing and will normally be investigated by the Chair in the first instance. If the complaint directly concerns the Chair complainants should contact the Secretary, who will consult with the rest of the committee members. A written response will be given by the Chair to all formal complaints.

Monitoring, Evaluation and Review

- The Newton in Cartmel Village Hall Management Committee will annually review the outcome of all complaints at their ordinary meetings to inform their policies, and practice to ensure the continued improvement in the services provided.

Date agreed May 22

Reviewed April 23

Next review May 24