

# The Village Hall

MILBORNE ST ANDREW

Registered Charity No: 301153



## Compliments and Complaints Policy

**This policy has been adopted by the Milborne St Andrew Village Hall through the Board of Trustees who remain responsible for its review on a specified basis.**

### Aims

Milborne St Andrew Village Hall Trustees aim to provide its employees, volunteers, organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

### Objectives

1. When users of our facilities feel that the quality or level of the facilities is a cause for compliment or concern they will be able to contact Milborne St Andrew Village Hall Trustees knowing that their approach will be listened to.
2. When users of our facilities feel that there is a Trustee member whose actions give cause for compliment or concern they will be able to contact Milborne St Andrew Village Hall Trustee chairperson (or another member) knowing that their approach will be listened to.
3. Should a user of the service or other organisation raise a complaint all grievances shall be reviewed, logged and assessed in an efficient, courteous and professional way
4. Feedback shall be provided within three weeks in an open manner and will be seen as an opportunity to learn to avoid repetition.
5. To ensure that the complaint process is impartial, where appropriate, independent consultants or experts may also be engaged to analyse and help close-out unresolved complaints

### Statement of Intent

In first instance usually, talking with the person at the point of service delivery will suffice should a problem arise. If you have a complaint, we would like you to tell us about it through the following steps:

1. If you have a cause for concern, it should be taken up with the Milborne St Andrew Village Hall Chairperson who will try to resolve the issue informally.
2. If unresolved, or you are not satisfied after raising the issue with the Milborne St Andrew Village Hall Chairperson, you can make a formal complaint in writing to the Trustees who will acknowledge it in writing in within two weeks of receipt of your letter. Remember to keep a copy of your letter. If you need an interpreter or independent advocate to help you make your complaint, Milborne St Andrew Village Hall Trustees may be able to arrange this for you.
4. The Milborne St Andrew Village Hall Chairperson, shall in consultation with the Trustee Board, review and assess the complaint.
5. The Milborne St Andrew Village Hall Chairperson shall communicate the results of the investigation to you within three weeks or let you know if it is likely to take longer than this.
6. If dissatisfied with the results of the review you may put your case in writing or personally to a panel comprising at least three members from the Milborne St Andrew Village Hall Trustees.

If attending

MAKING A DIFFERENCE

- personally, you can be accompanied by a friend to help put your case.
7. Where appropriate, Milborne St Andrew Village Hall Trustees will make a written response to the complainant, outlining the investigation of the complaint and state any action necessary to mitigate the cause of the complaint.
  8. All formal complaints and the response made to them will be recorded and filed in a secure place by the secretary of the Milborne St Andrew Village Hall Trustees.
  9. The Trustee Board shall be informed by the Milborne St Andrew Village Hall Chairperson at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Milborne St Andrew Village Hall Trustees self-evaluation and continuous improvement.

Milborne St Andrew Village Hall Trustees' Compliments and Complaints Procedure will be publicised to organisations and individuals who use the service and who request the information

Reviewed September 2020