



# Harriston Village Hall CIO

## Complaints Procedures Policy

Harriston Village Hall Trustees are committed to maintaining a strong partnership with members of the local community.

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.

We hope that the adoption of a clear complaints procedure will help to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

### **Our Procedure for Handling Complaints**

We believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

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 Chairperson. 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 Chairperson in the first instance.

If the complaint directly concerns the Chairperson complainants should contact the Secretary, who will consult with the rest of the Trustees.

### **Monitoring, Evaluation and Review**

The Village Hall Trustees will review the policy annually and assess its implementation and effectiveness.

**Policy Reviewed:** 23/11/2020

**Signed on behalf of the Harriston Village Hall Trustees**

\_\_\_\_\_ **Date:** \_\_\_\_\_

**Chairperson**

Review Date	Trustee's Name	Position	Next Review Date