

## **Complaints Policy of Hagbourne Village Hall**

The Management Committee of the Hall views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint

- To make sure everyone at Hagbourne Village Hall knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired

To gather information which helps us to improve what we do

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the operation of Hagbourne Village Hall

### **Where Complaints Come From**

Complaints may come from anyone; our users, or other members of the public

A complaint can be received verbally, by phone, by email or in writing.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the management committee

### **Review**

This policy is reviewed regularly and updated as required.

Adopted on:.....

## **Complaints Procedure of Hagbourne Village Hall**

### **Contact Details for Complaints:**

Written complaints may be sent to the Chairman at Hagbourne Village Hall, Main Road, East Hagbourne, OX11 9LR, or by e-mail to ChairmanVH@easthagbourne.net

Verbal complaints may be made by phone to 01235 814140 or in person to one of the caretakers, or any of the committee.

### **Receiving Complaints**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

Write down the facts of the complaint

Take the complainant's name, address and telephone number

Tell the complainant that we have a complaints procedure

Tell the complainant what will happen next and how long it will take

Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

### **Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Chairman within one week, if possible.

On receiving the complaint, the Chairman records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### ***Stage Two***

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Management Committee level.

The request for Stage Two review should be acknowledged within a week of receiving it. The acknowledgement should say how the case will be dealt with and when the complainant can expect a reply.

If necessary, a meeting to discuss the complaint shall be called, at which, if the complaint relates to a specific person, they should be given a further opportunity to respond.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### ***External Stage***

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at:

[www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

### **Variation of the Complaints Procedure**

The committee may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chairman should not also have the Chairman as the person leading a Stage Two review.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.