

## FRITWELL VILLAGE HALL CIO

### COMPLAINTS AND PROCEDURE POLICY V1.0 January 2022

Fritwell Village Hall CIO is committed to maintaining its strong partnership with members of the local community and the users of Fritwell Village Hall. Trustees are open to feedback and comments about their work, both positive and negative, as these can provide them with valuable information about their effectiveness and how they can better meet their aims.

If any user of Fritwell Village Hall or member of the local community is 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 trustees of Fritwell Village Hall CIO would wish to rectify this.

Fritwell Village Hall CIO is committed to equal opportunities and takes complaints about discrimination very seriously. The adoption of a clear Complaints Procedure will help the Fritwell Village Hall CIO.

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

The trustees of Fritwell Village Hall CIO aim to acknowledge complaints as soon as possible.

The trustees of Fritwell Village Hall CIO believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or with a meeting of the key people involved.

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.

All safety concerns that would endanger a user of Fritwell Village Hall will be dealt with immediately.

Fritwell Village Hall CIO will take every complaint seriously and will treat everyone who complains with respect and courtesy.

#### **Stage One – Informal Complaints**

Informal complaints regarding personnel should be raised with the Secretary or Chairperson. The relevant details can be found on Fritwell Village Hall's website: [www.fritwellvillagehall.co.uk](http://www.fritwellvillagehall.co.uk) or on the Noticeboard outside the Hall.

Complaints about the state of the Hall should be raised, in the first instance, with the Bookings Secretary.

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 and any other Committee Member prepared to assist.

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

Fritwell Village Hall CIO, Fewcott Road, Fritwell, OX27 7QA

Website: [www.fritwellvillagehall.co.uk](http://www.fritwellvillagehall.co.uk)

A written response will be given, by the Chairperson to all formal complaints.

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

Fritwell Village Hall CIO will annually review this policy and procedure.

**Reviewed January 2022 Policy V1.0**