



Stanton St Quintin Parish Hall Complaints Policy & Procedure

1. Introduction

Stanton St Quintin Parish Hall Committee (hereinafter 'the Committee') is committed to maintaining its partnership with the members of the local community and to those who use the hall, whether on a regular or an occasional basis.

We are open to feedback and comments about the hall and our work, both positive and negative, as these can provide us with valuable information about the effectiveness of the management of the hall as a facility for all to use on an equal basis. Feedback and comments will also inform us as to how we can better meet our aims and go forward with any further development of services.

Where any user of Stanton St Quintin Parish Hall, or member of the local community, is unhappy about the standard of service provided, the quality of facilities within the Hall, safety of users, the handling of any issue, or any other matter, the Committee will address the matter and work to rectify the issue.

The Committee takes complaints about issues relating to the Hall seriously and will undertake measures to ensure that complaints are addressed and resolved promptly and suitably, within the timetables set out in our procedure (para. 5 refers).

2. Object

The purpose of this document is to outline the processes in place to enable Stanton St Quintin Parish Hall Committee to address any complaints relating to the Parish Hall and to address those complaints in a consistent and appropriate manner.

3. Policy

The policy of the Committee is as follows:

- To provide a transparent and 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 and make a complaint;
- To ensure the Committee is fully aware of the procedure and knows what to do in the event of receipt of a complaint;
- To ensure that complaints are resolved without bias or favour and, where possible, quickly;
- Gather information which helps us to improve the facilities and services of the Parish Hall;
- To ensure that throughout our dealings with a complaint we do so within the boundaries of all current, relevant UK legislation; including Equality & Diversity, Safeguarding, Data Protection and Health & Safety.

4. Complaints, Confidentiality & Responsibility

4.1 Complaint definition

A complaint is the expression of dissatisfaction about any aspect of the Parish Hall. The Committee expects to be made aware of any complaint within three months of any incident.

4.2 Where a complaint comes from

Complaints may be submitted by Parish Hall hirers or persons and/or organisations attending the Hall, these can be local residents or representatives of the complainant, if given permission to approach the Committee on the behalf of the individual(s). A complaint can be offered verbally but our preferred mechanism is by email or letter.

4.3 Confidentiality

All complaints will be handled sensitively and confidentially, sharing only with those who have a need to know and following any relevant, current data protection requirements.

The Committee will not discriminate in any way in their dealings with complaints.

Whoever is approached regarding a complaint will be respectful and listen to your complaint, ensuring it is fully understood. We will also ask the complainant what a successful outcome would be from their point of view.

4.4 Responsibility

Overall responsibility for this policy and its correct implementation lies with the Committee. The Committee aims to acknowledge complaints within 5 working days of receipt and provide a full response within 2 weeks from receipt. The main aim throughout the process is to resolve the matter as soon as possible, and where able, to the satisfaction of everyone involved.

5. Procedure for Handling Complaints

5.1 What to do if something goes wrong: STEP 1 – INFORMAL

Informal complaints should be raised with the Committee Chair, Vice-Chair or Secretary (where there is one) – details can be found on our website: ssqparishhall.co.uk or in the information folder in the Hall or email the Committee at ssqparishhall@gmail.com.

Complainants who remain dissatisfied following this step have the opportunity to make a formal complaint.

5.2 If we haven't resolved the issue quickly or satisfactorily: STEP 2 – FORMAL

Sometimes, even prompt action won't put right the issue to your satisfaction. In these circumstances, please put your concerns in writing to ssqparishhall@gmail.com making clear your complaint with all the associated facts, e.g. who you are, your relationship to the Hall (i.e. user, hirer, etc.), all the facts (i.e. dates, times, issues that are relevant).

On receipt of your complaint an appropriate member of the Committee will be allocated to deal with the case and will make contact with you within 5 working days of receipt. *The Committee has a duty to ensure Committee members are not unwittingly exposed to conflicts of interests.*

The member of the Committee addressing the case will, where necessary, speak to any other party involved in achieving resolution, to enable a full perspective of the matter to be understood.

Gathering information may take a little time, however we will endeavour to respond within 4 weeks. Where a situation is more complex we will agree a timetable for response, sharing whatever steps or information as necessary to work towards a solution.

In responding to your complaint we will share with you whatever conclusions have been reached and what actions, if any, have been put in place.

Policy Implemented Date: 14th April 2018

Signed: *Cara Voelcker* (Chair)

Review Date: 14th April 2019