

# **Complaints Procedure for Bonsall Village Hall**

Reviewed 6.1.25 v2



Bonsall Village Hall Management Committee is committed to providing a service to the residents of Bonsall and others in compliance with the requirements of the Constitution. We are open to feedback about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can improve in order to better meet our aims.

If any user of Bonsall Village Hall or a member of the local community is unhappy about the standard of service provided, the quality of facilities in the Hall, the safety of users, the handling of a particular situation, or any other matter, then the Management Committee would wish to work to rectify these concerns if at all possible.

This procedure sets out how you may complain to the Committee and how we shall try to resolve your complaint. We will treat your complaint confidentially, seriously and quickly. 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. You can talk to any member of the Management Committee. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

We aim to acknowledge complaints within five working days and give a full response to complainants within two weeks. If complex issues are involved, we will inform the complainant/s within two weeks of when they can expect a full response.

**Stage One: - Informal Complaints (resolved by a face to face meeting or telephone call)**

As described above, complaints can be raised with any Committee member. Contact details for key people can be found on the Bonsall Village Hall website. You can also email on [chairperson@bonsallvillagehall.org.uk](mailto:chairperson@bonsallvillagehall.org.uk) and the complaint will be passed on to the Committee. If they cannot resolve it immediately, or you are not satisfied with the answer, then a formal complaint can be made.

**Stage Two: - Formal Complaint (more complex issues where a written response is required)**

Formal complaints should be made in writing and addressed to the Chairperson, [chairperson@bonsallvillagehall.org.uk](mailto:chairperson@bonsallvillagehall.org.uk) who will normally investigate it and discuss it with the Committee.

A written response will be given to all formal complaints.