

UPHILL VILLAGE VICTORY HALL

Complaints Policy

1. Statement

Hall users, volunteers and local residents should be able to enjoy the facilities of the hall without need for complaint. However if there is a complaint about the hall premises, our personnel or hall users, the process should be clear and straightforward.

All complaints will be dealt with in a timely manner and resolved as quickly as possible.

2. Implementation

2.1 All complaints should be discussed with the Hall Booking Secretary as soon as possible after the incident or occurrence.

The Hall Booking Secretary will record the outcome of the discussion, make any necessary enquiries and report to the Chair of the Hamm Management committee for review and for further action if appropriate.

The Hall Booking Secretary will communicate the outcome to the complainant.

2.2 Complaints Involving the Hall Booking Secretary

If the complaint involves the Hall Booking Secretary then the complainant should discuss the issue with the Chair of the Hall management committee (contactable via hall@uphillvillagesociety.org.uk).

A nominated member of the Uphill Village Victory Hall Management Committee will record the outcome of the discussion, make any necessary enquiries and report to the full Hall Management Committee for review and for further action if appropriate.

The nominated member will communicate the outcome to the complainant.

2.3 Escalation of Complaints

If the complainant feels that the matter has not been resolved satisfactorily, they may escalate the complaint to the Secretary of the Uphill Village Society (contactable via secretary@uphillvillagesociety.org.uk). The Secretary will make any necessary enquiries and report on the matter to the management committee at the next regular committee meeting.

The Secretary will communicate the outcome to the complainant. The decision of the Secretary is final.

UPHILL VILLAGE SOCIETY

Victory Hall

Ratified: September 2018

Review: 2020