

ELMSETT & ALDHAM VILLAGE HALL & RECREATION GROUND

COMPLAINTS PROCEDURE

Reviewed: 25 Sep 2024

Introduction

Elmsett & Aldham Village Hall and Recreation Ground is committed to providing our beneficiaries and customers with the best service possible.

We know that there may be times when we do not meet our own high standards and when this does happen, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and view them as an opportunity to help us improve our services or procedures. They also give us the opportunity to put things right for the person or organisation 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 Elmsett & Aldham Village Hall and Recreation Ground knows what to do if a complaint is received.

To make sure all complaints are investigated fairly and in a timely manner.

To make sure that complaints are, wherever possible, resolved and that relationships are repaired. To gather information helping us to improve what we do.

Definition of a Complaint

Elmsett & Aldham Village Hall and Recreation Ground defines a complaint as "an expression of discontent by a person or persons receiving a service from the charity that cannot be immediately resolved at point of delivery, and about which the complainant desires a follow-up action is taken and a response provided".

Complaints may come from any person or organisation who has a legitimate interest in Elmsett & Aldham Village Hall and Recreation Ground through use of the Hall, its services and/or the Playing Field.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. In accordance with data protection requirements, only those directly involved in making the complaint, EAVH Chairman and Trustees will need to be notified of the issue.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees of Elmsett & Aldham Village Hall and Recreation Ground.

Review

This policy is reviewed regularly and updated as required.

How to Complain

Step 1:

Contacting Us

Our aim is to resolve issues quickly so that they do not escalate into a complaint. The first step, therefore, should you encounter a problem, is to approach the Elmsett & Aldham Village Hall and Recreation Ground representative responsible for the issue. Hopefully, they can resolve the problem immediately.

Regardless of the outcome of this initial contact, the information will be passed on to the Secretary and registered in the complaints log. The Chair and trustees will also be informed.

Should you feel that your issue has not been resolved and wish to register your complaint in writing, you can send an email to Mrs Catherine Holmes, Secretary, at elmsettillagehall@gmail.com
The secretary will aim to respond to you within five working days.

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

Ideally complainants will 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 will be sent with an indication of when a full reply will be given. The reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint.

Step 2: Taking your complaint further

We hope that you feel that your complaint has been properly dealt with in step 1; however, if you are still unhappy, it is important that you let us know so that we can take it further. If you feel that your complaint has not been adequately dealt with, you can request it is passed to the Chairperson of the Board of Trustees of Elmsett & Aldham Village Hall and Recreation Ground who will arrange for it to be fully investigated and will respond directly back to you with the outcome of the investigation. This will normally be within five working days although it could take longer.

It must be noted that matters regarding individuals and any specific action taken because of a complaint against an individual will not be discussed either formally or informally with any person raising the complaint owing to possible breach of confidentiality.

Step 3: Complaint to the Charity Commission

There is an option for the complainant to 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

Variation of the Complaints Procedure

The Committee may vary the procedure for good reason, for example, to avoid a conflict of interest.

All complaints are reviewed on a regular basis by the Board to identify any trends which may indicate a need to take further action.