

# NEWENT MEMORIAL HALL

Bury Bar Lane, Newent GL18 1PT

Registered with the Charity Commission, number 301583

## Complaints Policy

The Trustees and Management Committee of Newent Memorial Hall (NMH) are committed to maintaining their strong partnership with the local community and the users of the Hall. NMH welcomes feedback and comments about its work, both positive and negative, as these can provide valuable information about NMH's effectiveness and how we can better meet our aims.

If any user or member of the 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, NMH will work to rectify this.

NMH will acknowledge complaints as soon as possible.

NMH believes that most complaints can be resolved by informal discussion, either by telephone or through a meeting of the key people involved.

- If the complaint is judged to involve more complex issues, complainants will be informed that it might be up to three weeks before they can expect a full response. The aim will be to resolve the matter as quickly and effectively as possible.
- Any safety concern which may endanger any user of the Hall will be dealt with immediately by contacting the Hall Manager or in their absence the Management Committee Chair or any available Management Committee member or Trustee.
- NMH will take every complaint seriously and will treat everyone who complains with respect and courtesy.

### PROCEDURE

**Informal Complaints** should be raised with the Hall Manager or Management Committee Chair, who will take appropriate steps to endeavour to resolve the complaint by informal discussion either by telephone or through a meeting of the key people involved. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

**Formal Complaints** should be made in writing and will normally be investigated by the Management Committee Chair but may be dealt with by any other appropriate Management Committee member or Trustee delegated to investigate on their behalf.

If the complaint directly concerns the Management Committee Chair, complainants should contact the Chair of Trustees who will consult with the rest of the Management Committee. A written response will be given to all formal complaints.

This Policy will be reviewed every 3 years and will be monitored annually.

Version 2

4 March 2024

Adopted 12 March 2024

Review date: 31 March 2025