

# Burton Memorial Hall

## COMPLAINTS POLICY

### INTRODUCTION

This document is designed to help you understand how to use the complaints procedure adopted by the Management Committee (Trustees) of Burton Memorial Hall. We take every complaint seriously and we will treat anyone who complains with respect and courtesy. The Complaints Policy will be reviewed at least annually and updated as required.

### WHAT CAN YOU COMPLAIN ABOUT?

We recognise that, despite our best efforts, there may be occasions when a group or individual may feel the need to complain about the Hall's actions or lack of actions or about activities taking place within the Hall's premises or grounds.

If you feel we have failed to provide a satisfactory standard of service or conduct, please let us know. Your complaint may be about the quality, condition or cleanliness of the facilities, the safety of users, the handling of personal data, excess noise or other nuisance emitting from the Hall, or any other matter with which you find a problem.

We intend this complaints procedure to be an efficient way of dealing with any complaint, and as a means of preserving the good reputation of the Hall through a transparent and fair process.

### WHO WILL DEAL WITH YOUR COMPLAINT?

A complaint should be sent in writing (by post or email) to the Chair of Trustees for referral to the Management Committee, who will investigate the complaint and endeavour to deal with it. After investigation a response will be made in writing advising the complainant of the action being taken to address the matter. You may either use our standard Complaints Form or write a letter/email.

### WHEN WILL YOU HEAR FROM US?

We will normally acknowledge receipt of a complaint within 48 hours, this may be in writing or by telephone. We will endeavour to respond fully to a complaint within 14 days. If your complaint is about a matter that affects the safety of users in the Hall or its grounds it will be dealt with immediately such notice is received.

### FURTHER ACTION

Any complaint received in writing will be reported to the Management Committee and a responses will be discussed, agreed or recorded at the next meeting of the Committee.

### COMPLAINT FORM

A complaint form is attached to this Policy as **Appendix A**.

Policy adopted 26<sup>th</sup> October 2021.